
Research Report

Massachusetts Department of Public Health Nursing Home Satisfaction Program Survey Administration and Reporting

Executive Summary

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I. Summary

The Division of Health Care Quality (DHCQ) of the Massachusetts Department of Public Health (DPH) is conducting a multi-year survey of responsible party satisfaction of residents in nursing homes across the Commonwealth. The 2007 Nursing Home Satisfaction Survey is the second of the surveys. The first survey was administered in 2005. In both, DPH is measuring how satisfied responsible parties are with the personal care, services and environment of residents with stays of four weeks or longer. The objective of the study is to provide satisfaction measures for consumers and providers.

This report presents results for 2007 with comparisons to the results of the 2005 survey. It includes aggregate data for satisfaction measures, facility results and verbatim comments. Aggregate facility results are also posted on the DHCQ website to assist consumers in making more informed choices about nursing home placements. Providers and consumers can use the data to see what improvements have been made between the two years of the survey.

While the survey methodology and reporting of results has remained consistent for the most part between 2005 and 2007, one significant change distinguishes the 2007 survey from the one administered in 2005. In December 2006, the DPH promulgated an amendment to Long Term Care Regulations at 105 CMR 150.000 requiring that all long term care facilities participate in the Nursing Home Satisfaction Survey. Participation in the 2005 survey had been voluntary.

Mandatory participation has allowed reporting of all eligible nursing homes in the Commonwealth with a commensurate increase in the number of respondents completing the survey. At the time of the 2007 study, Massachusetts had 458 licensed nursing homes. Of these, 2 nursing homes were closed and an additional 17 were ineligible because they served short-term stay residents only. A total of 439 facilities participated in this administration of the study, 100% of the total eligible. Surveys were mailed to 34,830 responsible parties with 20,883 (61%) responding.

In 2005, 297 facilities participated in the study, 66% of the 449 total eligible facilities. Surveys were mailed to 25,655 responsible parties and 16,488 were returned resulting in a response rate of 64%.

The survey itself provides a number of measures of satisfaction. Detailed information came from fifty-four questions classified into six domains that rated the facility staff, physical environment, activities, personal care services, food and meals and residents' personal rights as well as rating overall satisfaction and ability to meet residents' needs. A scale of 1-5, with 1 being very dissatisfied and 5 being very satisfied, is used to rate degree of satisfaction. A new item, added in 2007, asked whether the respondent would recommend the facility to a friend or family member.

Highlights of the results show that:

- In 2007, the statewide average score for overall satisfaction¹ was 4.19.
- The average overall satisfaction scores for facilities that participated in both surveys were 4.23 in 2007 and 4.25 in 2005.
- In 2007, the statewide average score for meeting resident needs was 4.06.
- The average overall satisfaction scores for meeting resident needs for facilities that participated in both surveys were 4.09 in 2007 and 4.10 in 2005.
- In 2007, 90% of all respondents indicated they would recommend the facility to a friend or family member. Since this question was not asked in 2005, comparisons are unavailable.

The highest-ranking domain is “Administrative and Personal Care Staff” with a statewide average score of 4.17. The lowest ranking is “Activities” with a statewide average of 3.83. While overall satisfaction scores were high among all peer groups, homes with fewer beds and homes in some regions received slightly higher scores than others in the same category. Homes with 60 beds or less had the highest overall satisfaction score (4.32), followed by homes in the South region (4.26), and homes with 81 to 100 beds (4.24). The lowest overall satisfaction scores were found among homes in the Metro region (4.11) and those with 141 or more beds (4.15). Similar results were found among the domains and peer groups in 2005.

The analysis relied on a 95% confidence interval so that comparisons can be reliably made between and among results statewide, for peer groups, and for each survey administration. Likewise, comparisons can be reliably made across domain scores.

II. Background and Survey Development

For some time, the public, state leaders and industry professionals in Massachusetts have been interested in reliable data that would allow consumers to compare nursing homes prior to making a selection. Legislation was introduced in the FY 2002 budget that provided: “the Division shall develop a confidential satisfaction survey for long-term care facilities . . . of family members, guardians or other resident designees.”

In 2003, the Massachusetts Department of Public Health, Division of Health Care Quality, contracted with the Rutgers University Institute for Health, Health Care Policy and Aging Research (IHHCPAR) and Market Decisions, a commercial research firm, to develop a survey of responsible party satisfaction with personal care services and facility operations for residents in nursing homes. The Massachusetts Extended Care Federation and Massachusetts Aging Services Association were part of the team that reviewed and approved the work plan. Researchers

¹ Please note that throughout this report, the term “overall satisfaction” refers to the question, “Overall, how satisfied are you with this nursing home?” These overall satisfaction results are presented in figure 2.2 beginning on page 20.

developed and pilot tested survey questions and methods in late 2003 and DPH began implementing the survey in the Fall of 2004.

This systematic effort resulted in a survey based on what consumers said was important to them and then fully tested and validated the survey culminating in 2005 with the actual administration of the survey. In 2005, Market Decisions administered the first statewide survey among 16,488 responsible parties and analyzed the results. Now in 2007, Market Decisions administered the survey to 34,830 responsible parties. The Rutgers University Institute for Health, Health Care Policy and Aging Research again worked on the project. The study was again conducted with the assistance of the Massachusetts Extended Care Federation and Massachusetts Aging Services Association, among others.

The objectives of this research were:

To measure responsible party satisfaction in Massachusetts Nursing Homes and to:

- Compare responses among all nursing homes;
- Compare responses among nursing homes in the same geographic area;
- Compare responses among nursing homes of similar size; and
- Compare responses between 2005 and 2007 for those facilities who participated in 2005.

In addition to providing a comparison tool for consumers, the study enables a nursing home to compare itself to peers and to set targets for quality improvement. While a number of published measures are available, these tend to evaluate nursing homes from a regulatory standpoint. The most notable tools are the Massachusetts Nursing Home Report Card (a service of DPH) and the Centers for Medicaid and Medicare Nursing Home Compare websites. DPH's research complements the other sites by asking consumers directly about their satisfaction and providing a reliable set of measures based on their own personal experiences. This research relies on an approach that presents the voice of the actual consumer.

As part of this research, participating nursing homes with a sufficient response rate will receive a customized report that presents results for the home and allows comparisons to statewide and peer averages. In addition, the DPH's Division of Health Care Quality will make individual nursing home data available on the web to allow consumers to compare one home to another.

The survey's fifty-four questions that rate satisfaction of responsible parties addresses specific aspects of a nursing home's services and environment that were identified in focus groups as important to responsible parties and then confirmed in one-on-one interviews. The survey includes three measures of overall satisfaction with the nursing home. All of the questions use a five-point scale: 1 - very dissatisfied; 2 - dissatisfied; 3 - neither satisfied nor dissatisfied; 4 - satisfied; 5 - very satisfied.

The questions are organized into six domains or related topic areas as follows:

- Administrative and personal care staff
- Physical environment
- Activities
- Personal care services
- Food and meals
- Residents' personal rights

Another item, added in 2007, asked respondents whether they would recommend the facility to a friend or family member using a Yes/No format. Issues of medical treatment were outside the scope of this study.

III. Survey Methodology

All nursing homes in Massachusetts that had one or more residents with stays of four weeks or longer were included in the initial sample. The facilities provided a list of responsible parties for each resident, most often a son, daughter, or spouse, who was invited to participate in the survey. A survey packet was sent in February 2007 to each responsible party who met the eligibility criteria. One week later this was followed with a reminder postcard and approximately two weeks later a second survey packet was mailed to those who did not respond initially. Follow-up telephone calls were also made to increase response rates. Data collection took place from January 2007 to April 2007.

Responsible parties completed a survey about their satisfaction with the facility and the supporting services provided to residents. The survey also asked questions about visitation patterns and requested some basic demographic information. In order to make comparisons among similar facilities in Massachusetts, DPH and facilities themselves provided data on bed count and geographic location.

IV. Comparison Groups

Since the meaning of the data is difficult to interpret without reference points, scores are presented by comparison or peer group.

For the purpose of making comparisons, facilities were classified into peer groups based on two key characteristics: (1) facilities in the same geographic region; and (2) facilities of similar bed size. Peer group averages provide benchmarks that can then be compared to each other and to statewide results. Results for all peer groups are presented in the charts and tables. Please refer to Section VI on Interpreting the Meaning of Differences between Scores.

Regional Locations

Locations for peer group comparisons are based upon Massachusetts Hospital Service Areas (HSAs). The regions are listed below and include:

West: Berkshire, Franklin, Hampden, Hampshire, and Worcester Counties

North: Essex County and northern Middlesex County

Metro: Suffolk County and parts of Middlesex and Norfolk Counties

South: Barnstable, Bristol, Dukes, Nantucket, and Plymouth Counties and parts of Norfolk County

Size

Nursing home size categories for peer group comparisons are calculated from occupied bed counts provided for each facility. Size categories include: ≤60 beds, 61-80 beds, 81-100 beds, 101-140 beds, and 141+ beds.

V. Interpreting Statistical Differences between Satisfaction Scores

How to Read This Report

This report contains tables and charts that display scores for the six domains and three overall measures. Each domain contains a bar chart and table that displays the statewide score along with peer groups for 2007. These tables and charts are discussed in more detail below.

With one exception, all scores in this report are averages² on a scale of 1 to 5. The averages provided in this report are estimates of the actual averages, so satisfaction scores are best interpreted not as single points, but as ranges. Determination of an actual average would require surveying the entire population of responsible parties, which is not practical. For this reason, the tables show an average score and then a 95% confidence interval (CI) with statistically significant differences noted.³

Domain Scores

The supporting services and environmental scores are calculated by averaging the scores on the five-point scale (with 1 being very dissatisfied and 5 being very satisfied) across all valid items within that domain. This resulted in an average domain score that ranged from 1 to 5.

A low domain score indicates a low level of satisfaction within a particular aspect of care and life, such as physical environment, while a high score indicates a high level of satisfaction. For example, a domain with a low score relative to a peer group or other domains may identify a

² For simplicity, the word "average" actually refers to a weighted average. A weighted average was used in determining average item and domain scores. The number of respondents who answered an item, or all relevant items in the case of a domain, was adjusted statistically to ensure that all groups of responsible parties are fairly represented in the results. All item and domain scores are presented in this report as a weighted average.

³ You will see the term "Statistical Difference," "difference," and "diff" used throughout the report. The term refers to those differences that are statistically different, even if the word statistically is not present.

high priority improvement opportunity. Domains with high scores identify areas where the facility exhibits a high level of performance. Comparing a facility's scores to peer groups and statewide scores can lead you to also recognize opportunities for incremental improvements.

The tables in this report were designed so that you can see the average satisfaction scores with their upper and lower confidence intervals. A difference between domains or overall satisfaction items or across groups is considered statistically significant **if** there is no overlap in the confidence intervals. To assist with this interpretation, each table has a column labeled "Statistical Difference." If the 2007 domain score for a peer group is statistically higher than the statewide score, a plus (+) will appear in the "Statistical Difference" column (of the peer group). A minus (-) means that the 2007 peer group score is statistically lower than the statewide score. A blank in the column indicates no statistical difference in the scores.

VI. Interpreting the Meaning of Differences between Scores

The most appropriate way to interpret scores is in relation to another score. That is, comparing one domain score to another, comparing one peer group to another or comparing a score to a statewide average. The comprehensive data available in this report and on the DPH website will also allow consumers to compare the results for individual nursing homes. Likewise, nursing homes can evaluate themselves relative to their peers. The primary objective of this research is to allow such comparisons.

The majority of scores presented in this report are above a rating of 3 (neither satisfied nor dissatisfied). The obvious question is, "is a score good or bad?" It is not unusual for satisfaction scores to be skewed to the positive because consumers are generally satisfied with the personal care their relatives receive. As in 2005, the 2007 survey shows that consumers are generally satisfied with the personal care their relatives receive. However, there is always room for improvement, especially when comparing scores in relation to one another. To identify meaningful differences, we suggest that readers look at top rated items and domains and compare them to lower rated items. We also suggest comparing scores between geographic areas and size peer groups, as well as to the 2005 scores.

With these considerations in mind, we note the following from the 2007 results:

- There were differences in the ratings of some areas of nursing home satisfaction. For example, "Administrative and Personal Care Staff" received the highest average score in 2007 (4.17) and was rated higher than "Meals" (3.92) and "Activities" (3.83).
- With respect to scores on individual questions, some aspects of nursing home life and personal care were clearly rated higher than others. For example, "That the staff is friendly when you come to visit?" (4.40), "That the resident gets his or her medication at the appropriate time?" (4.37), and "That the staff treats the resident with kindness and respect?" (4.36) were the top rated items. Conversely, "That there are enough outdoor activities?" (3.39), "With the amount of physical exercise offered?" (3.61), "That there is enough staff on all shifts to provide sufficient help?"

- (3.63), and “That the laundry system gets the resident's own clothes back to him or her?” (3.66) were among the lowest rated items (although still rated positively).
- Satisfaction ratings also varied by size of the nursing home. Domains are rated somewhat higher, on average, among homes with 60 beds or less than homes with 61 or more beds. Homes with 60 beds or less had the highest satisfaction among all peer groups, with an overall satisfaction rating of 4.32.
 - Regional and facility differences exist such that some regions scored slightly higher by domain and overall satisfaction. The South region had the highest overall satisfaction rating, at 4.26, followed by the North (4.19), West (4.17), and Metro (4.11) regions.

The 2007 Massachusetts Nursing Home Satisfaction Program is the second administration of what is a multi-year effort. This data is the critical part of what may be a self-regulating quality improvement cycle. Consumers can use data to aid in their selection of a nursing home. Nursing homes can identify areas for improvement and through quality improvement initiatives, better meet the needs of consumers.

In general, average scores remained comparable across all domains and overall satisfaction measures when comparing the 2007 results to those from 2005. There were no statistically significant increases or decreases in satisfaction scores when comparing the 2007 scores to the 2005 scores for homes that participated in both years.

VII. Domain Scores

The following graphs and charts compare average scores by area of nursing home services and environment. They are the domain scores.

Domain scores are calculated by averaging the scores on the five-point scale across all valid items within that domain. This resulted in an average domain score that ranged from 1 to 5. In some cases, a responsible party may not have evaluated all the items within a domain, perhaps because it did not apply or the information was not available, resulting in differences in counts for each domain.

Comparing 2005 and 2007 results. Due to a change in the survey methodology from voluntary participation in 2005 to mandatory participation in 2007, the 2005 and 2007 results cannot be directly compared. Instead, for comparison purposes, Figure 1.1 presents separate overall and domain scores both for facilities that participated in 2005 and 2007 as well as for facilities that participated only in 2007. Comparisons between 2005 and 2007 should be made only to those facilities that participated in both years. These facilities are a cohort for which trending is appropriate and meaningful.

Table 1.1 and Table 1.2 display the 2007 and 2005 results for the six domains and overall satisfaction score for those facilities participating in both years. Please note that the “Statistical Difference” column of Table 1.1 is blank, which means the results indicate there has been no

statistically significant change in scores from 2005 to 2007. Table 1.3 presents the 2007 results for those facilities who only participated in 2007 and Table 1.4 presents the 2007 results for all facilities (regardless of whether they participated in 2005). These scores are not compared to the 2005 results.

Note that Figures 1.2 through 1.7 (individual domain scores by peer groups) present the 2007 results for all facilities, regardless of their participation in 2005. As a result, comparisons to 2005 are not made. Also, the overall satisfaction scores are presented in Section VIII.

Figure 1.1 Statewide Domain Scores for 2005 and 2007

Figure 1.2 2007 Administrative and Personal Care Staff Domain Scores by Peer Group

Figure 1.3 2007 Physical Environment Domain Scores by Peer Group

Figure 1.4 2007 Activities Domain Scores by Peer Group

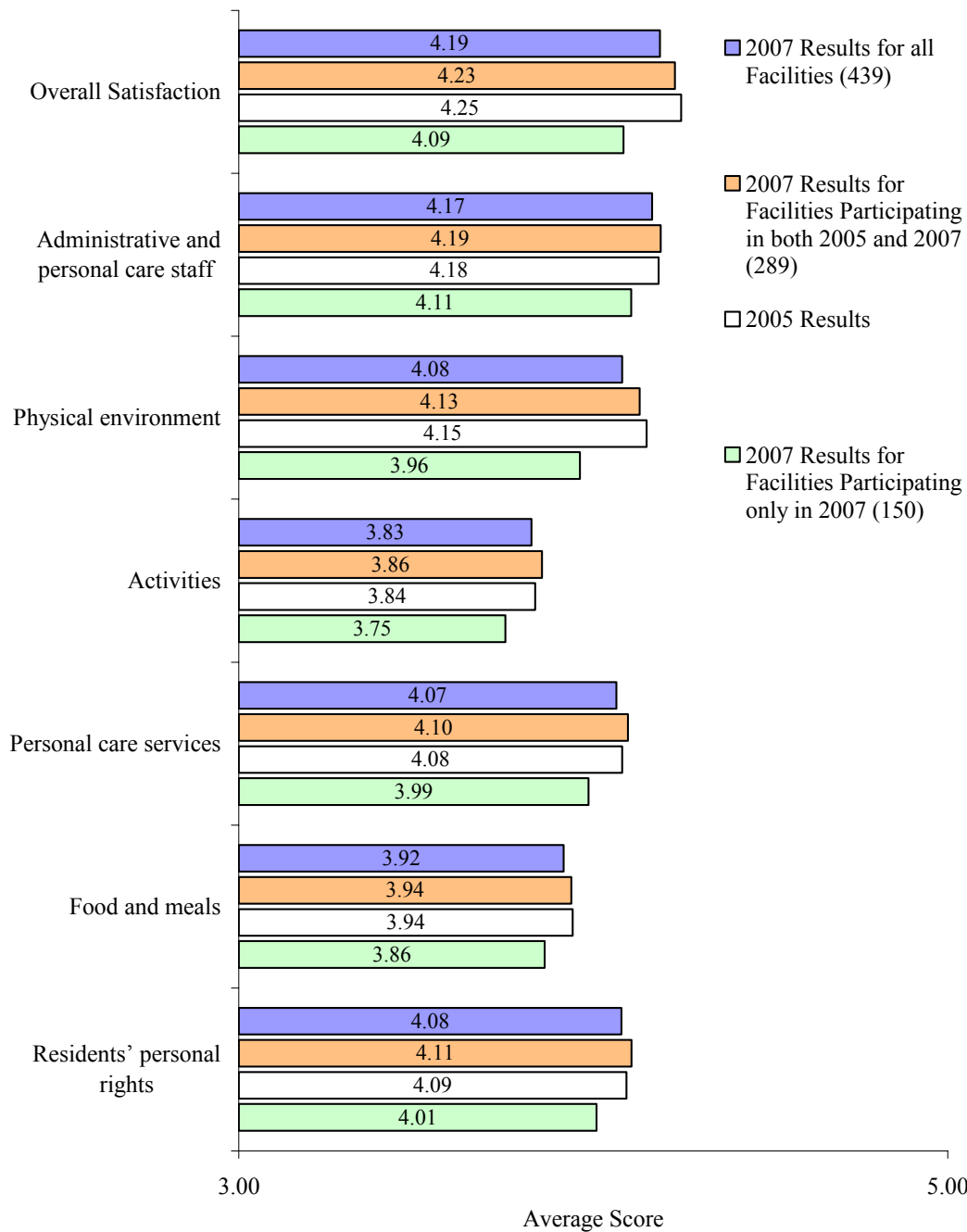
Figure 1.5 2007 Personal Care Services Domain Scores by Peer Group

Figure 1.6 2007 Food and Meals Domain Scores by Peer Group

Figure 1.7 2007 Residents' Personal Rights Domain Scores by Peer Group

Summary of Domain Scores

Figure 1.1. Statewide Domain Scores for 2005 and 2007⁴



⁴ Due to a change from voluntary participation in 2005 to mandatory participation in 2007, comparison of results is limited to a subset of facilities who participated in 2007 and those who participated in 2005. The only valid comparison is between those facilities who participated in both 2007 and in 2005 represented by bar 2 and bar 3 since these are the same cohorts. The bars are as follows: 1) the first bar (blue) presents the 2007 results for all facilities; 2) the second bar presents the results for facilities who participated in both the 2005 and 2007 surveys; 3) the third bar (white) presents the results for 2005; 4) the fourth and final bar presents the results for facilities that only participated in 2007.

Table 1.1. 2007 Statewide Domain Scores for facilities that participated both in 2005 and 2007(289 facilities).

	Average	CI		Statistical Difference
		Low	High	
2007				
Overall Satisfaction	4.23	4.22	4.24	
Administrative and personal care staff	4.19	4.18	4.20	
Physical environment	4.13	4.12	4.14	
Activities	3.86	3.84	3.87	
Personal care services	4.10	4.09	4.11	
Food and meals	3.94	3.93	3.95	
Residents' personal rights	4.11	4.10	4.12	

A plus (+) indicates that the 2007 statewide domain score is statistically higher than the score in 2005, a minus (-) indicates that the 2007 score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Table 1.2. 2005 Statewide Domain Scores for facilities that participated both in 2005 and 2007 (289 facilities).

	Average	CI	
		Low	High
2005			
Overall Satisfaction	4.25	4.24	4.26
Administrative and personal care staff	4.18	4.18	4.19
Physical environment	4.15	4.14	4.16
Activities	3.84	3.82	3.85
Personal care services	4.08	4.07	4.09
Food and meals	3.94	3.93	3.95
Residents' personal rights	4.09	4.08	4.10

Table 1.3. 2007 Statewide Domain Scores for facilities that only participated in 2007 (150 facilities).

	Average	CI	
		Low	High
2007			
Overall Satisfaction	4.09	4.07	4.10
Administrative and personal care staff	4.11	4.09	4.12
Physical environment	3.96	3.95	3.98
Activities	3.75	3.73	3.77
Personal care services	3.99	3.97	4.00
Food and meals	3.86	3.85	3.88
Residents' personal rights	4.01	3.99	4.02

Table 1.4. 2007 Statewide Domain Scores for all facilities (439 facilities).

	Average	CI	
		Low	High
2007			
Overall Satisfaction	4.19	4.18	4.20
Administrative and personal care staff	4.17	4.16	4.17
Physical environment	4.08	4.07	4.09
Activities	3.83	3.82	3.84
Personal care services	4.07	4.06	4.07
Food and meals	3.92	3.91	3.93
Residents' personal rights	4.08	4.07	4.09

Individual Domain Scores

Figure 1.2. 2007 Administrative and Personal Care Staff Domain Scores by Peer Group

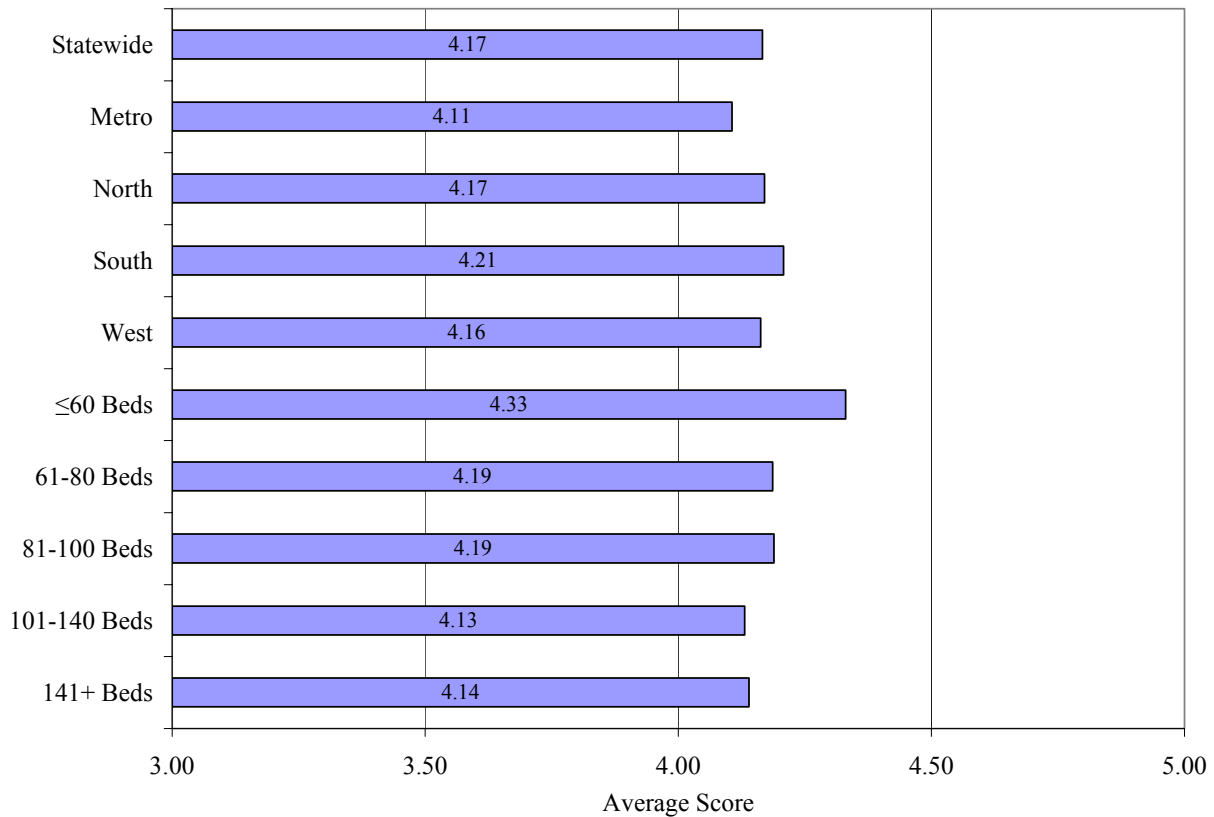


Table 1.5. 2007 Administrative and Personal Care Staff Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.17	4.16	4.17	
Region				
Metro	4.11	4.08	4.13	-
North	4.17	4.16	4.18	
South	4.21	4.20	4.22	+
West	4.16	4.15	4.18	
Size				
≤60 Beds	4.33	4.31	4.35	+
61-80 Beds	4.19	4.16	4.21	
81-100 Beds	4.19	4.17	4.21	
101-140 Beds	4.13	4.12	4.14	-
141+ Beds	4.14	4.12	4.16	

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.3. 2007 Physical Environment Domain Scores by Peer Group

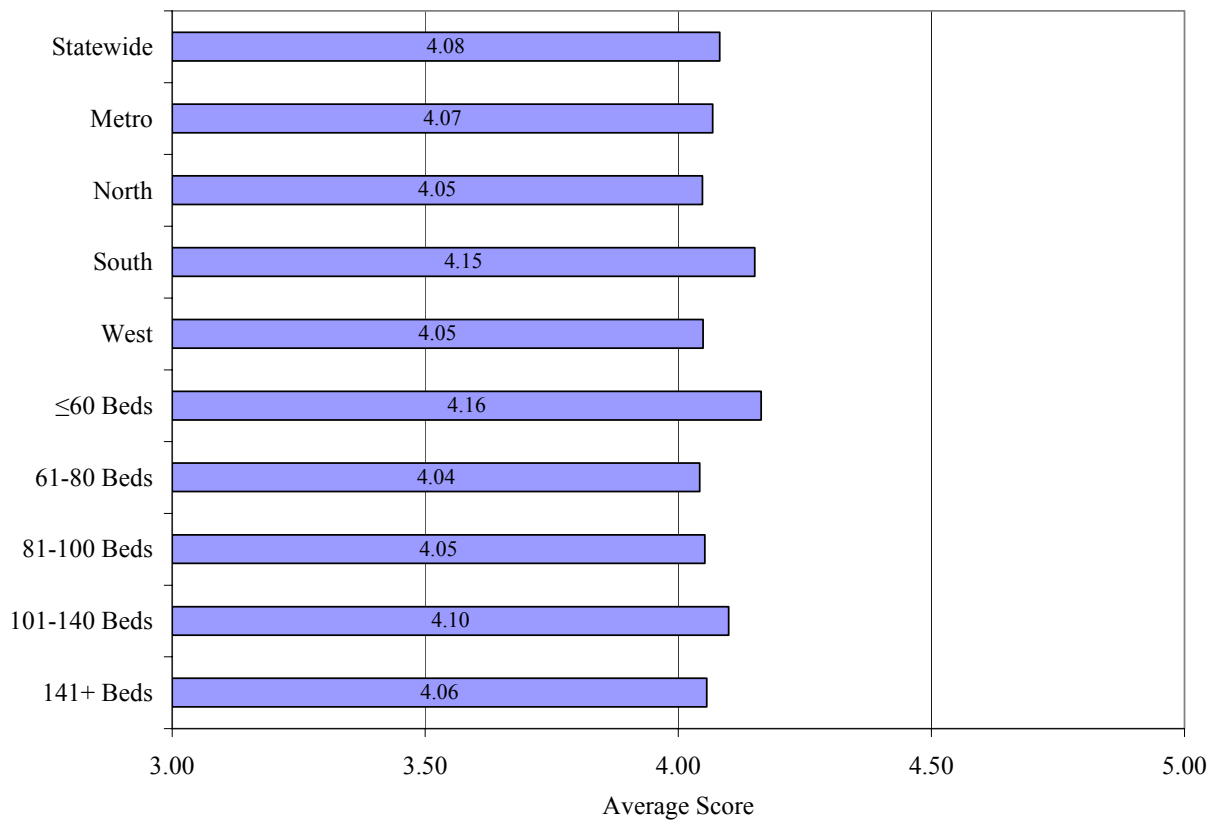


Table 1.6. 2007 Physical Environment Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.08	4.07	4.09	
Region				
Metro	4.07	4.05	4.09	
North	4.05	4.03	4.06	-
South	4.15	4.14	4.16	+
West	4.05	4.03	4.06	-
Size				
≤60 Beds	4.16	4.14	4.19	+
61-80 Beds	4.04	4.02	4.07	
81-100 Beds	4.05	4.03	4.07	
101-140 Beds	4.10	4.09	4.11	
141+ Beds	4.06	4.04	4.07	

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.4. 2007 Activities Domain Scores by Peer Group

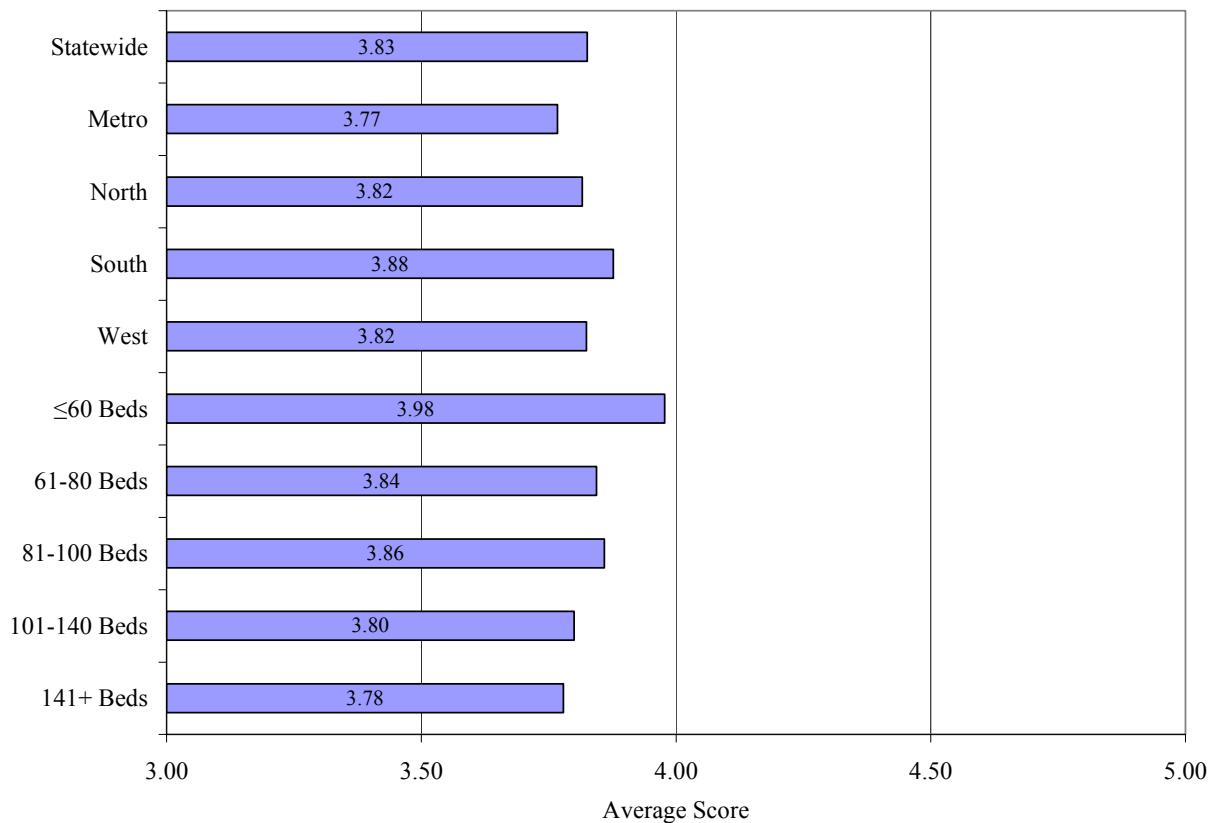


Table 1.7. 2007 Activities Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	3.83	3.82	3.84	
Region				
Metro	3.77	3.74	3.79	-
North	3.82	3.80	3.83	
South	3.88	3.86	3.89	+
West	3.82	3.81	3.84	
Size				
≤60 Beds	3.98	3.95	4.01	+
61-80 Beds	3.84	3.81	3.87	
81-100 Beds	3.86	3.84	3.88	
101-140 Beds	3.80	3.79	3.81	-
141+ Beds	3.78	3.76	3.80	-

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.5. 2007 Personal Care Services Domain Scores by Peer Group

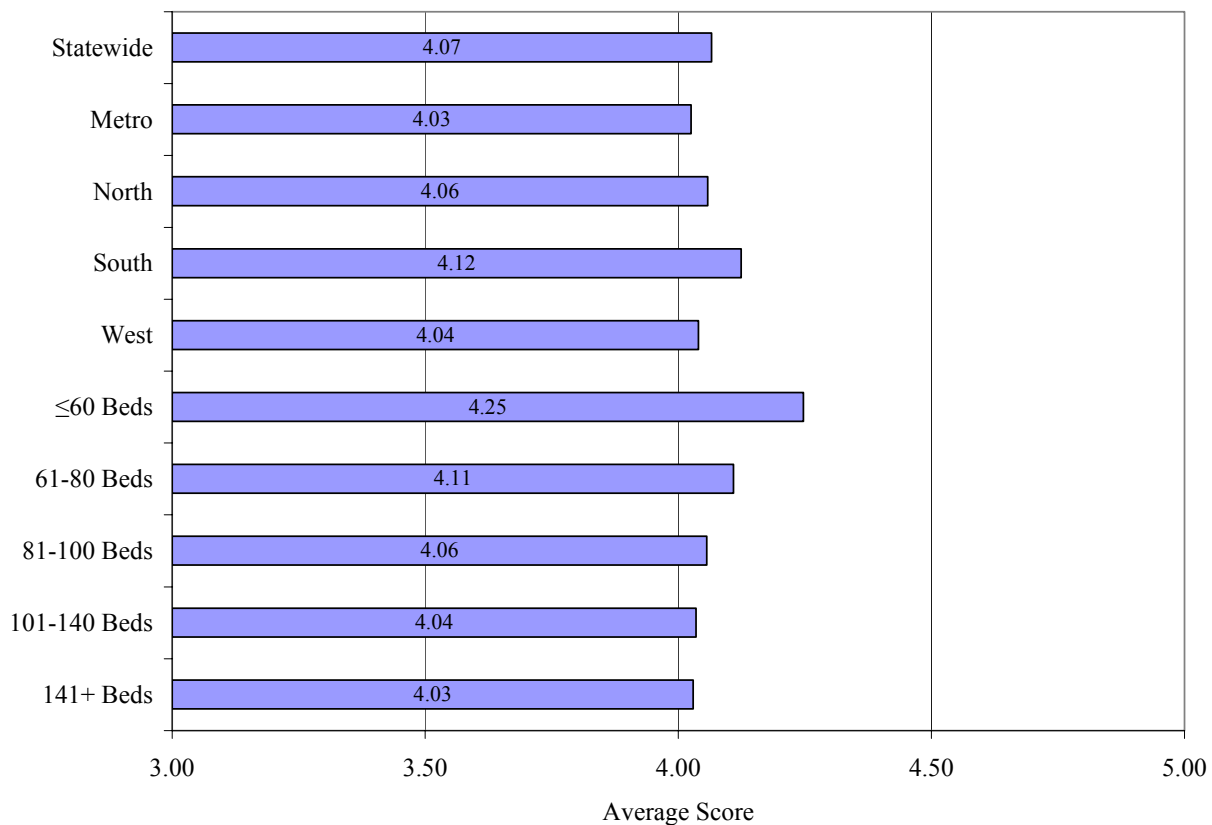


Table 1.8. 2007 Personal Care Services Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.07	4.06	4.07	
Region				
Metro	4.03	4.00	4.05	-
North	4.06	4.04	4.07	
South	4.12	4.11	4.14	+
West	4.04	4.02	4.06	
Size				
≤60 Beds	4.25	4.22	4.27	+
61-80 Beds	4.11	4.08	4.13	+
81-100 Beds	4.06	4.04	4.08	
101-140 Beds	4.04	4.02	4.05	-
141+ Beds	4.03	4.01	4.05	-

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.6. 2007 Food and Meals Domain Scores by Peer Group

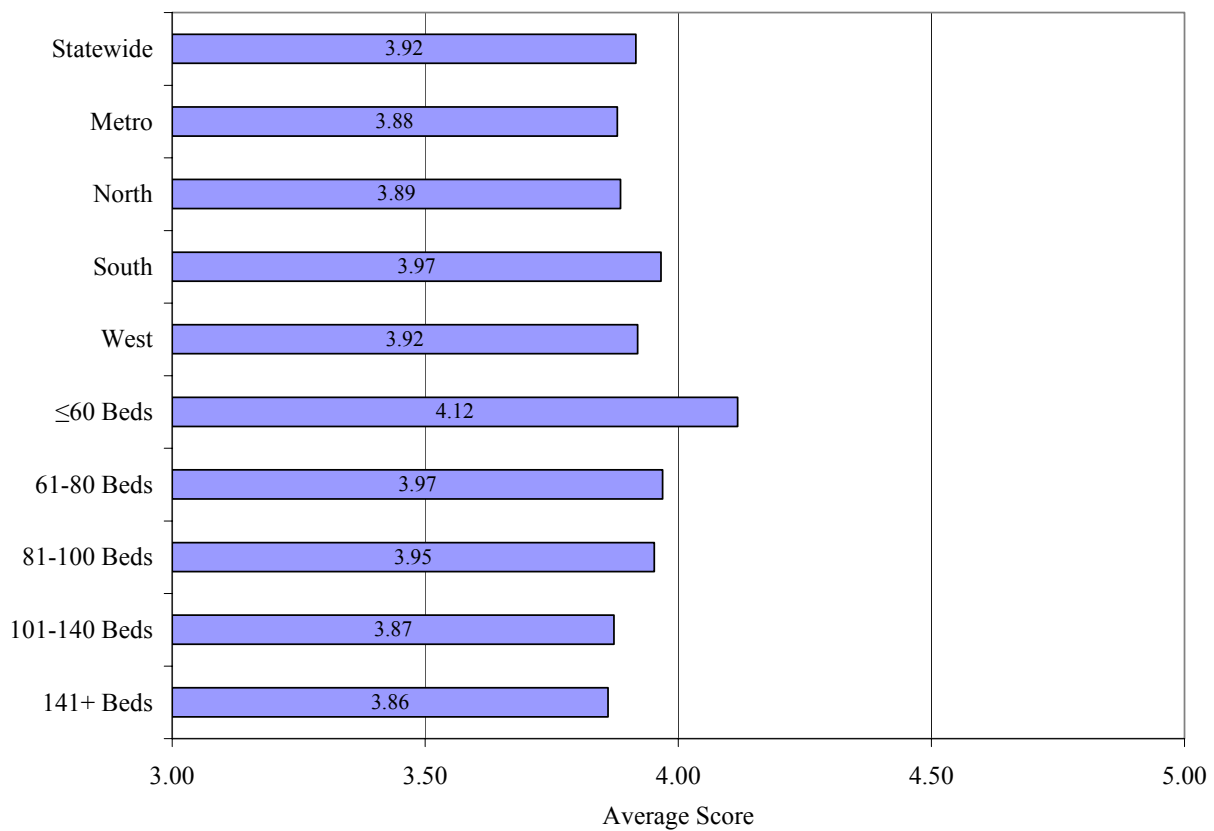


Table 1.9. 2007 Food and Meals Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	3.92	3.91	3.93	
Region				
Metro	3.88	3.85	3.90	-
North	3.89	3.87	3.90	-
South	3.97	3.95	3.98	+
West	3.92	3.90	3.94	
Size				
≤60 Beds	4.12	4.09	4.15	+
61-80 Beds	3.97	3.94	4.00	+
81-100 Beds	3.95	3.93	3.97	
101-140 Beds	3.87	3.86	3.89	-
141+ Beds	3.86	3.84	3.88	-

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 1.7. 2007 Residents' Personal Rights Domain Scores by Peer Group

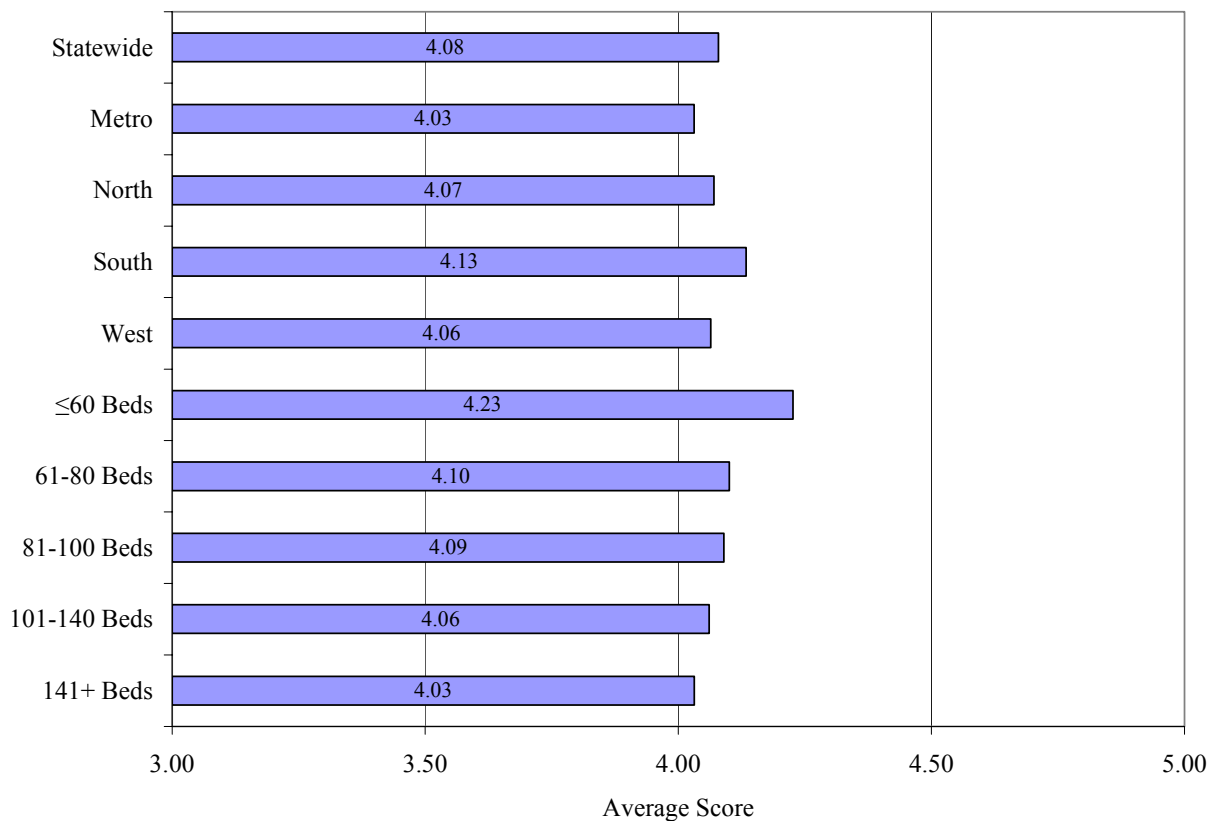


Table 1.10. 2007 Residents' Personal Rights Domain Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.08	4.07	4.09	
Region				
Metro	4.03	4.01	4.05	-
North	4.07	4.06	4.09	
South	4.13	4.12	4.15	+
West	4.06	4.05	4.08	
Size				
≤60 Beds	4.23	4.20	4.25	+
61-80 Beds	4.10	4.08	4.12	
81-100 Beds	4.09	4.07	4.11	
101-140 Beds	4.06	4.05	4.07	
141+ Beds	4.03	4.01	4.05	-

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

VIII. Overall Satisfaction Scores

Three questions and one combined measure were included in the survey to assess a responsible party's overall satisfaction with a facility. Three of these measures are rated on the same five point scale as the domain scores. This resulted in scores that ranged from 1 to 5. Tables 2.1 through 2.4 show satisfaction scores on the three overall satisfaction measures.

Overall Satisfaction Calculated from Nine Topic Scores. The overall satisfaction score in Figure 2.1 is calculated from the nine questions that ask about overall satisfaction with key aspects of the nursing home, its staff, and the care it provides. The nine topic scores include satisfaction:

- With the care at this nursing home, overall?
- With the management of this nursing home, overall?
- With the staff at this nursing home, overall?
- With the activities at this nursing home, overall?
- With the communication at this nursing home, overall?
- With the meals at this nursing home, overall?
- With the physical environment at this nursing home, overall?
- That the resident's personal rights are respected, overall?

One overall item score (Figure 2.4) is the percentage of respondents responding “yes.” This question asks respondents whether they would recommend the facility to a friend or family member. A confidence interval (CI) is also provided for this score and represents the range in which the percentage of the entire population answering “yes” to the question would fall. In 2007, 90% of respondents statewide said that they would recommend the facility to a friend or family member. By peer group, the percentage ranged from 87% in the Metro region to 91% in the South region and 91% among facilities with ≤ 60 beds.

As with the individual domains, a figure and table are provided comparing the 2007 score to the peer groups. Statistical differences are noted with a plus (+) or a minus (-) and identify where a peer group is statistically higher or lower than the statewide score.

Figure 2.1	2007 Overall Satisfaction Calculated from Nine Topic Scores by Peer Group
Figure 2.2	Overall, how satisfied are you with this nursing home? (by Peer Group, 2007)
Figure 2.3	Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2007)
Figure 2.4	Would you recommend this facility to a friend or family member? (by Peer Group, 2007)

Overall Satisfaction

Figure 2.1. 2007 Overall Satisfaction Calculated from Nine Topic Scores⁵ by Peer Group

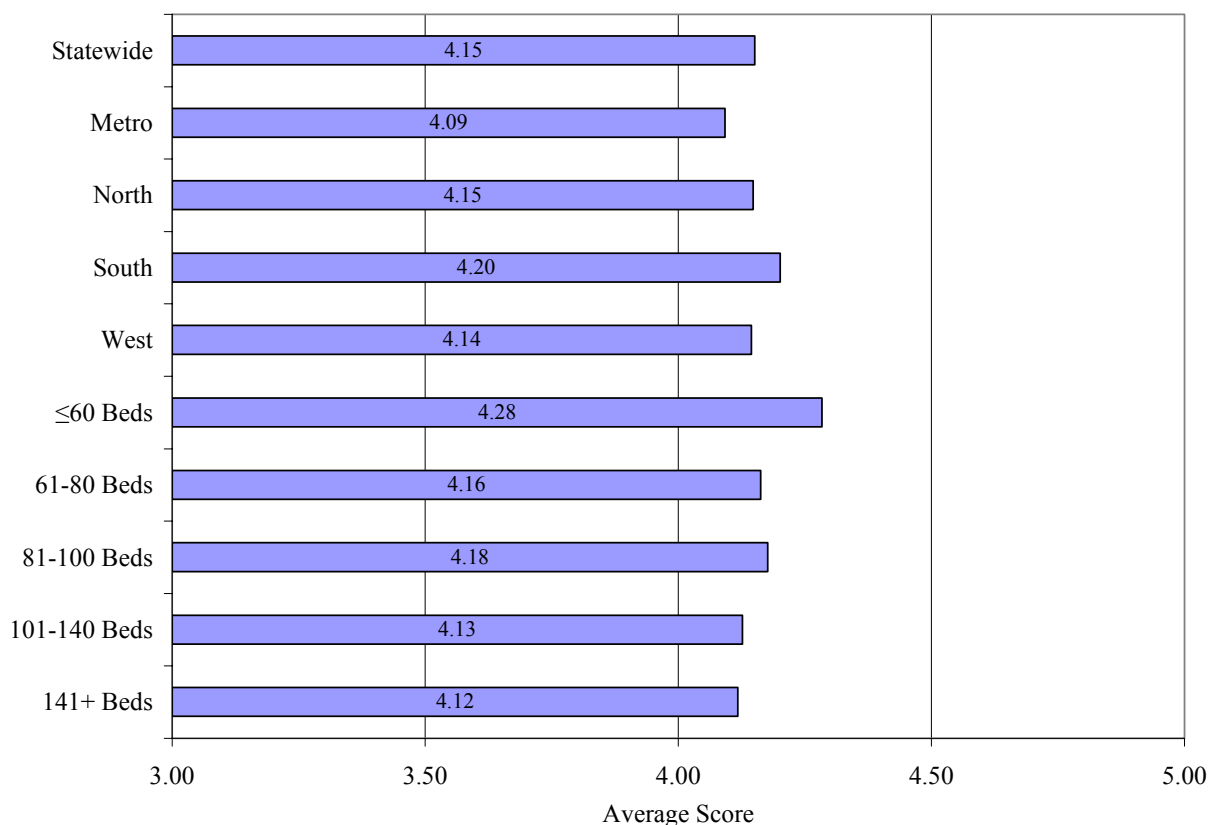


Table 2.1. 2007 Overall Satisfaction Calculated from Nine Topic Scores by Peer Group

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.15	4.14	4.16	
Region				
Metro	4.09	4.07	4.11	-
North	4.15	4.13	4.16	
South	4.20	4.19	4.21	+
West	4.14	4.13	4.16	
Size				
≤60 Beds	4.28	4.26	4.31	+
61-80 Beds	4.16	4.14	4.19	
81-100 Beds	4.18	4.16	4.20	
101-140 Beds	4.13	4.12	4.14	
141+ Beds	4.12	4.10	4.14	

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

⁵ The overall satisfaction score is calculated from the nine questions that ask about overall satisfaction with key aspects of the nursing home, its staff, and the care it provides. See page 18 for the list of questions that make up this score.

Figure 2.2. Overall, how satisfied are you with this nursing home? (by Peer Group, 2007)

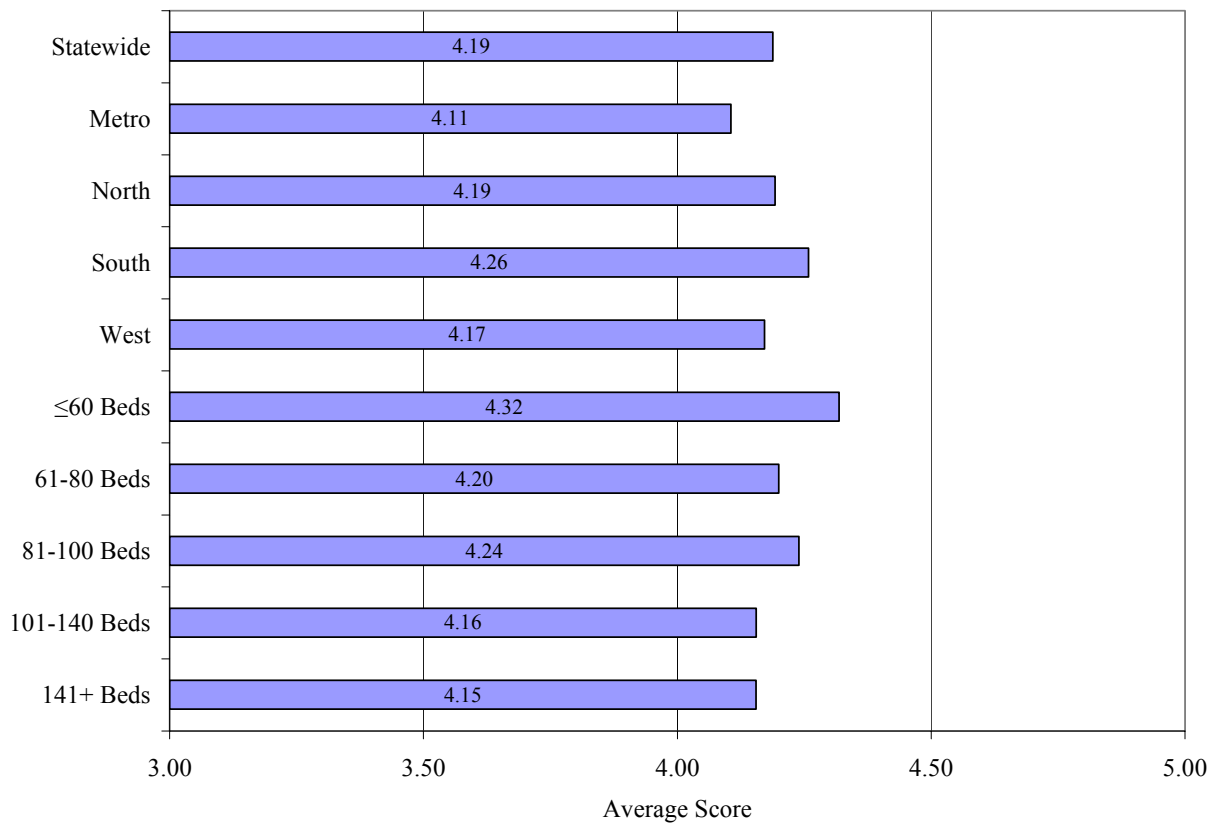


Table 2.2. Overall, how satisfied are you with this nursing home? (by Peer Group, 2007)

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.19	4.18	4.20	
Region				
Metro	4.11	4.08	4.13	-
North	4.19	4.17	4.21	
South	4.26	4.24	4.27	+
West	4.17	4.15	4.19	
Size				
≤60 Beds	4.32	4.29	4.35	+
61-80 Beds	4.20	4.17	4.23	
81-100 Beds	4.24	4.22	4.26	+
101-140 Beds	4.16	4.14	4.17	-
141+ Beds	4.15	4.13	4.18	

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Figure 2.3. Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2007)

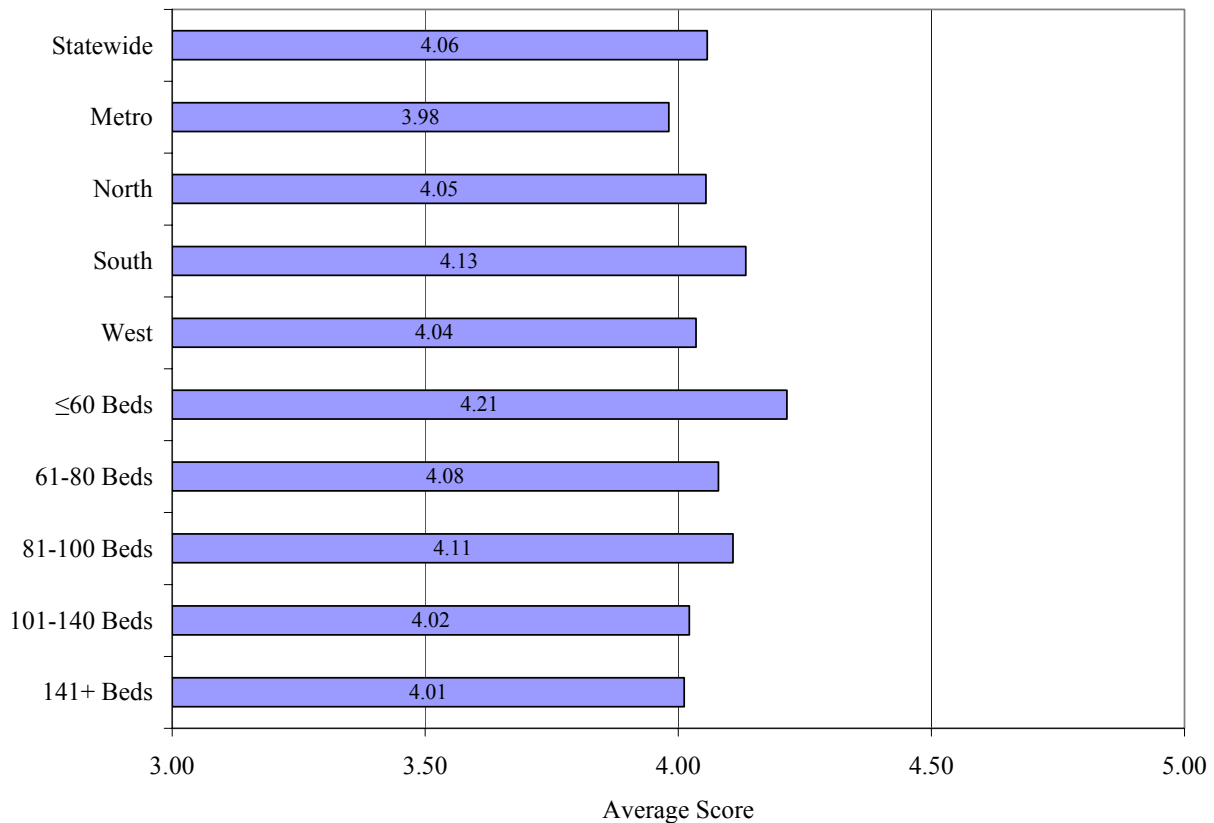
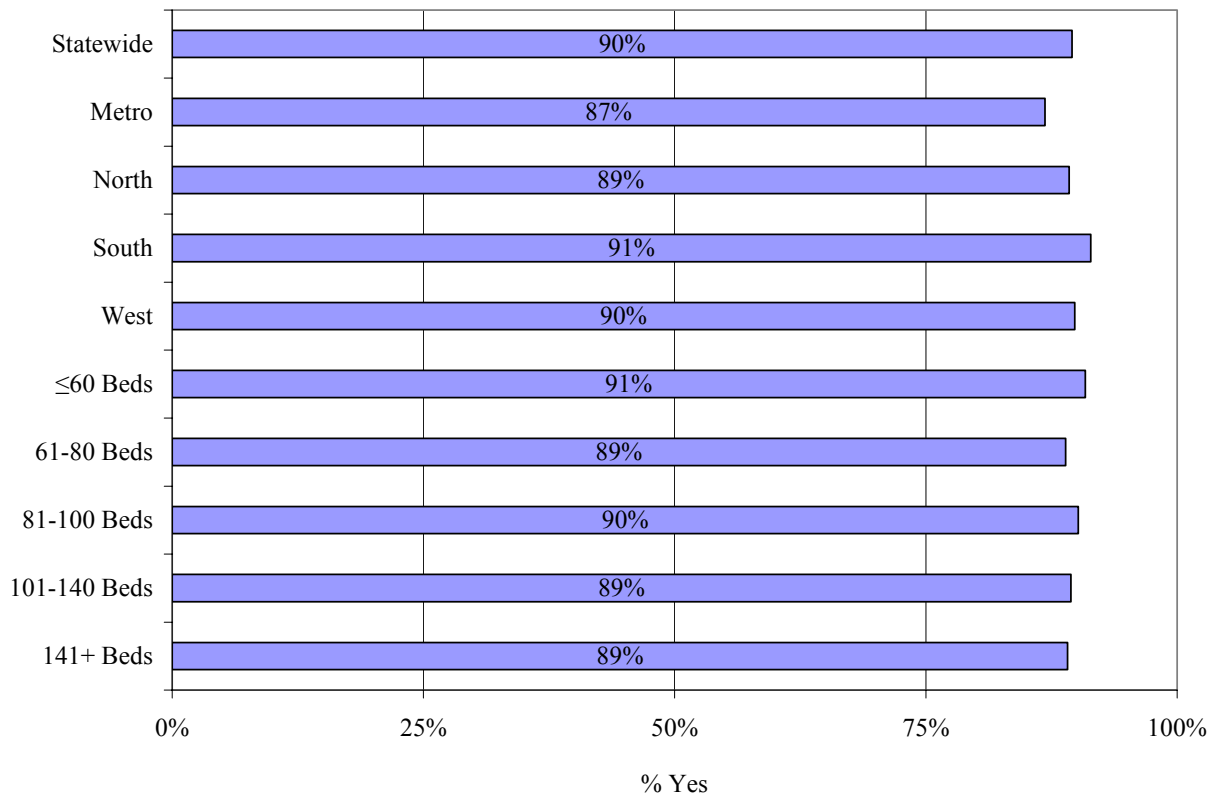


Table 2.3. Overall, how satisfied are you that all of the resident's needs are met? (by Peer Group, 2007)

	Average	CI		Statistical Difference
		Low	High	
Statewide	4.06	4.05	4.07	
Region				
Metro	3.98	3.95	4.01	-
North	4.05	4.04	4.07	
South	4.13	4.12	4.15	+
West	4.04	4.02	4.06	
Size				
≤60 Beds	4.21	4.18	4.25	+
61-80 Beds	4.08	4.05	4.11	
81-100 Beds	4.11	4.08	4.13	+
101-140 Beds	4.02	4.01	4.04	-
141+ Beds	4.01	3.99	4.04	-

A plus (+) indicates that the peer group's score is statistically higher than the statewide score, a minus (-) indicates that the peer group's score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Figure 2.4. Would you recommend this nursing home to a friend or family member?
(Percent of those responding “Yes” by Peer Group, 2007)**



**Table 2.4. Would you recommend this nursing home to a friend or family member?
(Percent of those responding “Yes” by Peer Group, 2007)**

	Average	CI		Statistical Difference
		Low	High	
Statewide	90%	89%	90%	
Region				
Metro	87%	86%	88%	-
North	89%	89%	90%	
South	91%	91%	92%	+
West	90%	89%	91%	
Size				
≤60 Beds	91%	90%	92%	
61-80 Beds	89%	88%	90%	
81-100 Beds	90%	89%	91%	
101-140 Beds	89%	89%	90%	
141+ Beds	89%	88%	90%	

A plus (+) indicates a peer group has a statistically higher percentage of respondents that would recommend the nursing home than the statewide percentage, a minus (-) indicates that a statistically lower percentage would recommend the nursing home (at 95% confidence). Blank cells indicate no difference.

IX. Individual Question Scores

This section provides a summary of each of the 54 items that are used in calculating the six domain scores and the overall satisfaction score. These questions were evaluated using a 5-point scale (1 meaning very dissatisfied to 5 meaning very satisfied). Satisfaction scores are calculated by averaging questions across all respondents. Responsible parties who indicated they did not know, were unsure, or that an item was not applicable were not included in these calculations.

Reading the tables. The scores listed under the header “2007” represent the average score for all respondents statewide. The table includes results for the current 2007 survey.

The peer group headings reflect the regions in which facilities are located (Metro, North, South, or West) and the size group based on the number of beds occupied (≤ 60 , 61-80, 81-100, 101-140, and 141+ beds).

Next to the score for peer groups is a column labeled “Diff,” which provides comparisons between peer group scores and the statewide score in 2007. Look in the column “Diff” under the peer group header in Table A and Table B.

As with the domain and overall satisfaction measures, statistical differences are noted with a plus (+) or a minus (-) which allows you to see whether the score for each of the individual items is statistically higher or lower than the statewide score.

Table A. 2007 Item Level Satisfaction Scores for Regional Peer Groups

Satisfaction With:	2007	Metro		North		South		West	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Satisfaction Scale	4.15	4.09	-	4.15		4.20	+	4.14	
Overall, how satisfied are you with this nursing home?	4.19	4.11	-	4.19		4.26	+	4.17	
Overall, how satisfied are you that all the resident's needs are met?	4.06	3.98	-	4.05		4.13	+	4.04	
Would you recommend this nursing home to a friend or family member? (% indicating "Yes")	90%	87%	-	89%		91%	+	90%	
DOMAIN1: Satisfaction with the Staff and Administration of the Nursing Home									
That the resident gets his or her medication at the appropriate time?	4.37	4.35		4.37		4.40	+	4.36	
That the quality of physician and specialist services meets the resident's needs?	4.10	4.09		4.11		4.12		4.09	
With the help available for filling out the resident's paperwork?	4.22	4.17	-	4.23		4.26	+	4.21	
That the same staff is assigned to care for the resident over time?	4.07	4.02	-	4.10		4.10	+	4.06	
That staff considers cultural ethnic differences providing services?	4.09	4.05		4.08		4.12		4.08	
That there is enough staff on all shifts to provide sufficient help?	3.63	3.66		3.66		3.67		3.55	-
With support provided from social services, family groups in the home?	4.00	3.95	-	4.01		4.04	+	3.99	
That staff attends to the resident's emotional needs?	4.02	3.93	-	4.01		4.07	+	4.04	
That the staff is friendly when you come to visit?	4.40	4.33	-	4.41		4.44	+	4.39	
That the staff treats the resident with kindness and respect?	4.36	4.27	-	4.36		4.41	+	4.37	
That the staff is able to communicate effectively with the resident?	4.18	4.07	-	4.17		4.24	+	4.21	
That staff get along and work well together?	4.19	4.13	-	4.20		4.23	+	4.18	
With the response of the staff to problems and requests?	4.12	4.05	-	4.13		4.19	+	4.11	
That there is open communication between the staff and you?	4.30	4.23	-	4.30		4.35	+	4.31	
That you receive notification of changes in condition?	4.29	4.23	-	4.28		4.32	+	4.29	
That staff willingly shares with you how the resident is doing day to day?	4.20	4.12	-	4.20		4.25	+	4.22	

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Table A. 2007 Item Level Satisfaction Scores for Regional Peer Groups (continued)

Satisfaction With:	2007	Metro		North		South		West	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
DOMAIN 2: Satisfaction with Physical Aspects of the Nursing Home									
That hallways and public areas are kept odor free?	4.10	4.07		4.08		4.15	+	4.07	
With the cleanliness of the resident's room?	4.18	4.19		4.14	-	4.25	+	4.12	-
With the amount of space socialize outside of his or her room?	4.06	4.04		4.04		4.15	+	4.01	-
That the facility is clean and well maintained?	4.28	4.26		4.25		4.34	+	4.25	
With the physical attractiveness of the nursing home?	4.20	4.16	-	4.15	-	4.26	+	4.19	
That the resident's room is bright and cheerful?	4.05	4.02		4.00	-	4.12	+	4.04	
With the amount of space for personal possessions within the resident's room?	3.72	3.75		3.68	-	3.78	+	3.66	-
That staff encourages the resident to take part in social activities?	4.08	4.01	-	4.08		4.12	+	4.08	
DOMAIN 3: Satisfaction with the Activities Available to Residents									
That meaningful activities are being offered on seven days week?	3.97	3.90	-	3.98		4.00		3.98	
With the amount of physical exercise offered?	3.61	3.53	-	3.61		3.66	+	3.60	
That there are enough outdoor activities?	3.39	3.33	-	3.38		3.46	+	3.38	
With the clergy visits or religious services?	3.96	3.95		3.92	-	4.01	+	3.96	
With the variety of stimulating activities offered?	3.83	3.78	-	3.82		3.88	+	3.82	
DOMAIN 4: Satisfaction with the Care Provided to Residents									
That dirty clothes are changed as needed?	4.18	4.13	-	4.17		4.23	+	4.16	
That the staff assures that the resident is clean?	4.05	4.00	-	4.04		4.11	+	4.02	
That staff keeps to the resident's planned personal care routine?	4.08	4.03	-	4.07		4.14	+	4.06	
That the laundry system gets the resident's own clothes back to him or her?	3.66	3.62		3.66		3.72	+	3.63	
That bed linens are changed as needed?	4.27	4.25		4.25		4.33	+	4.22	-

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Table A. 2007 Item Level Satisfaction Scores for Regional Peer Groups (continued)

Satisfaction With:	2007	Metro		North		South		West	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff
DOMAIN 5: Satisfaction with Food and Meals									
With the food choices provided at each meal?	3.88	3.85		3.85	-	3.93	+	3.88	
With the quality of the food, that is, attractive, appetizing, and nutritious?	3.85	3.82		3.82		3.91	+	3.85	
That there are a variety of menu selections throughout the week?	3.93	3.91		3.89	-	3.98	+	3.94	
With the assistance available to help the resident complete his or her meal?	4.04	3.99	-	4.03		4.08	+	4.04	
DOMAIN 6: Satisfaction with Resident's Personal Rights									
That the resident is encouraged to be as independent as possible?	4.06	4.01	-	4.07		4.10	+	4.04	
That staff members respect the resident's privacy?	4.21	4.16	-	4.20		4.26	+	4.19	
That the nursing home takes sufficient steps to protect personal items?	3.74	3.67	-	3.72		3.81	+	3.71	
That there is enough security for the facility?	4.16	4.12	-	4.14		4.21	+	4.15	
With the resident's personal safety?	4.22	4.17	-	4.21		4.26	+	4.21	
Overall Satisfaction Scale Items									
With the care at this nursing home, overall?	4.25	4.18	-	4.25		4.30	+	4.23	
With the management of this nursing home, overall?	4.12	4.07	-	4.13		4.17	+	4.09	
With the staff at this nursing home, overall?	4.29	4.20	-	4.30		4.34	+	4.29	
With the activities at this nursing home, overall?	4.01	3.94	-	4.01		4.05	+	4.00	
With the communication at this nursing home, overall?	4.22	4.14	-	4.22		4.27	+	4.22	
With the meals at this nursing home, overall?	3.90	3.87		3.87		3.95	+	3.90	
With the physical environment at this nursing home, overall?	4.17	4.14		4.15		4.22	+	4.15	
That the resident's personal rights respected, overall?	4.25	4.19	-	4.25		4.30	+	4.24	

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

Table B. 2007 Item Level Satisfaction Scores for Occupied Bed Size Peer Groups

Satisfaction With:	2007	≤60 Beds		61-80 Beds		81-100 Beds		101-140 Beds		141+ Beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
Overall Satisfaction Scale	4.15	4.28	+	4.16		4.18		4.13		4.12	
Overall, how satisfied are you with this nursing home?	4.19	4.32	+	4.20		4.24	+	4.16	-	4.15	
Overall, how satisfied are you that all the resident's needs are met?	4.06	4.21	+	4.08		4.11	+	4.02	-	4.01	-
Would you recommend this nursing home to a friend or family member? (% indicating "Yes")	90%	91%		89%		90%		89%		89%	
DOMAIN1: Satisfaction with the Staff and Administration of the Nursing Home											
That the resident gets his or her medication at the appropriate time?	4.37	4.50	+	4.39		4.38		4.35	-	4.35	
That the quality of physician and specialist services meets the resident's needs?	4.10	4.23	+	4.13		4.12		4.06	-	4.10	
With the help available for filling out the resident's paperwork?	4.22	4.35	+	4.22		4.21		4.20		4.21	
That the same staff is assigned to care for the resident over time?	4.07	4.24	+	4.08		4.08		4.05		4.05	
That staff considers cultural ethnic differences providing services?	4.09	4.25	+	4.08		4.10		4.06		4.07	
That there is enough staff on all shifts to provide sufficient help?	3.63	3.90	+	3.71	+	3.63		3.58	-	3.58	-
With support provided from social services, family groups in the home?	4.00	4.11	+	4.00		4.03		3.97		3.99	
That staff attends to the resident's emotional needs?	4.02	4.22	+	4.05		4.05		3.98	-	3.97	-
That the staff is friendly when you come to visit?	4.40	4.55	+	4.41		4.42		4.37	-	4.36	-
That the staff treats the resident with kindness and respect?	4.36	4.51	+	4.38		4.38		4.33		4.32	-
That the staff is able to communicate effectively with the resident?	4.18	4.34	+	4.19		4.22	+	4.15	-	4.14	-
That staff get along and work well together?	4.19	4.33	+	4.22		4.22		4.17		4.15	-
With the response of the staff to problems and requests?	4.12	4.30	+	4.15		4.16	+	4.08	-	4.10	
That there is open communication between the staff and you?	4.30	4.44	+	4.31		4.33		4.27	-	4.27	
That you receive notification of changes in condition?	4.29	4.42	+	4.29		4.31		4.26	-	4.27	
That staff willingly shares with you how the resident is doing day to day?	4.20	4.38	+	4.22		4.25	+	4.16	-	4.17	

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Table B. 2007 Item Level Satisfaction Scores for Occupied Bed Size Peer Groups
(continued)**

Satisfaction With:	2007	≤60 Beds		61-80 Beds		81-100 Beds		101-140 Beds		141+ Beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
DOMAIN 2: Satisfaction with Physical Aspects of the Nursing Home											
That hallways and public areas are kept odor free?	4.10	4.25	+	4.08		4.04	-	4.11		4.04	-
With the cleanliness of the resident's room?	4.18	4.32	+	4.21		4.16		4.16		4.15	
With the amount of space socialize outside of his or her room?	4.06	4.09		3.98	-	4.04		4.10	+	4.05	
That the facility is clean and well maintained?	4.28	4.38	+	4.26		4.27		4.28		4.24	-
With the physical attractiveness of the nursing home?	4.20	4.20		4.09	-	4.15	-	4.25	+	4.18	
That the resident's room is bright and cheerful?	4.05	4.13	+	4.02		4.04		4.07		4.00	-
With the amount of space for personal possessions within the resident's room?	3.72	3.79	+	3.67	-	3.68		3.72		3.74	
That staff encourages the resident to take part in social activities?	4.08	4.27	+	4.11		4.12		4.05	-	4.01	-
DOMAIN 3: Satisfaction with the Activities Available to Residents											
That meaningful activities are being offered on seven days week?	3.97	4.08	+	3.98		4.01		3.96		3.91	-
With the amount of physical exercise offered?	3.61	3.80	+	3.63		3.64		3.58		3.55	-
That there are enough outdoor activities?	3.39	3.57	+	3.42		3.42		3.34	-	3.37	
With the clergy visits or religious services?	3.96	4.05	+	3.93		3.97		3.94		3.97	
With the variety of stimulating activities offered?	3.83	3.97	+	3.86		3.88	+	3.80		3.76	-
DOMAIN 4: Satisfaction with the Care Provided to Residents											
That dirty clothes are changed as needed?	4.18	4.36	+	4.20		4.17		4.16		4.13	-
That the staff assures that the resident is clean?	4.05	4.24	+	4.08		4.04		4.01		4.01	
That staff keeps to the resident's planned personal care routine?	4.08	4.28	+	4.13	+	4.06		4.04	-	4.05	
That the laundry system gets the resident's own clothes back to him or her?	3.66	3.92	+	3.77	+	3.64		3.59	-	3.63	
That bed linens are changed as needed?	4.27	4.39	+	4.28		4.27		4.25		4.23	-

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

**Table B. 2007 Item Level Satisfaction Scores for Occupied Bed Size Peer Groups
(continued)**

Satisfaction With:	2007	≤60 Beds		61-80 Beds		81-100 Beds		101-140 Beds		141+ Beds	
	Score	Score	Diff	Score	Diff	Score	Diff	Score	Diff	Score	Diff
DOMAIN 5: Satisfaction with Food and Meals											
With the food choices provided at each meal?	3.88	4.08	+	3.93	+	3.91		3.84	-	3.82	-
With the quality of the food, that is, attractive, appetizing, and nutritious?	3.85	4.05	+	3.92	+	3.89	+	3.80	-	3.80	-
That there are a variety of menu selections throughout the week?	3.93	4.09	+	3.96		3.97	+	3.89	-	3.89	-
With the assistance available to help the resident complete his or her meal?	4.04	4.27	+	4.08		4.07		4.00	-	3.97	-
DOMAIN 6: Satisfaction with Resident's Personal Rights											
That the resident is encouraged to be as independent as possible?	4.06	4.21	+	4.08		4.08		4.04		4.00	-
That staff members respect the resident's privacy?	4.21	4.34	+	4.22		4.21		4.19		4.17	-
That the nursing home takes sufficient steps to protect personal items?	3.74	3.93	+	3.78		3.73		3.70		3.70	
That there is enough security for the facility?	4.16	4.28	+	4.18		4.17		4.14		4.11	-
With the resident's personal safety?	4.22	4.34	+	4.22		4.24		4.20		4.17	-
Overall Satisfaction Scale Items											
With the care at this nursing home, overall?	4.25	4.37	+	4.29	+	4.27		4.22	-	4.21	-
With the management of this nursing home, overall?	4.12	4.27	+	4.13		4.15		4.08	-	4.10	
With the staff at this nursing home, overall?	4.29	4.44	+	4.31		4.33		4.26	-	4.25	-
With the activities at this nursing home, overall?	4.01	4.13	+	4.01		4.05	+	3.99		3.95	-
With the communication at this nursing home, overall?	4.22	4.37	+	4.22		4.26		4.18	-	4.19	
With the meals at this nursing home, overall?	3.90	4.09	+	3.96	+	3.95	+	3.85	-	3.85	-
With the physical environment at this nursing home, overall?	4.17	4.22	+	4.10	-	4.15		4.19		4.15	
That the resident's personal rights respected, overall?	4.25	4.39	+	4.26		4.27		4.23		4.21	-

Under the Peer Group Header: A plus (+) indicates that the 2007 average score for the peer group is statistically higher than the statewide score in 2007, a minus (-) indicates that the peer group score is statistically lower (at 95% confidence). Blank cells indicate no difference.

X. Verbatim Comments of Respondents

At the end of the survey, responsible parties were given the opportunity to provide additional comments or information about their satisfaction with the nursing home. These open-ended comments have been categorized. Tables C and D provide a summary of these categorized comments including the percentage of those mentioning the category. Note that the percentages are based on the number of respondents offering comments and NOT all survey respondents. Therefore, this analysis is not based on a scientific sampling and does not provide statistically significant results.

Table C. Categorized Summary of Positive Verbatim Responses

Comment	State wide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
Positive Comments										
Staff is great, caring, compassionate, wonderful	18%	17%	20%	19%	17%	24%	20%	18%	17%	16%
Great nursing home	13%	14%	12%	14%	12%	15%	13%	12%	13%	12%
Overall great care, Very pleased, Very happy	10%	8%	9%	11%	10%	14%	9%	10%	8%	10%
Staff is kind to and respects resident	7%	5%	7%	8%	7%	9%	7%	7%	6%	7%
Overall, satisfied with personal care services	7%	7%	6%	8%	6%	6%	6%	8%	6%	8%
Staff is friendly, helpful, supportive when I, family visits	6%	5%	7%	7%	6%	6%	8%	6%	6%	7%
Overall, satisfied with staff at nursing home	6%	7%	6%	6%	6%	7%	5%	7%	6%	6%
Staff attends to resident's emotional, mental, physical needs	5%	5%	6%	5%	5%	8%	6%	5%	5%	5%
Facility is clean and well maintained	5%	6%	5%	5%	4%	6%	5%	4%	5%	4%
Resident is very happy at the nursing home	4%	4%	5%	5%	4%	5%	5%	4%	4%	4%
Staff is very professional - knowledgeable, competent	4%	4%	4%	4%	3%	5%	4%	4%	4%	5%
Nurses are great	3%	3%	4%	4%	3%	2%	3%	4%	3%	4%
Overall, satisfied with management of nursing home	3%	3%	3%	3%	2%	4%	3%	3%	3%	3%
Staff responds well to problems and requests	3%	3%	3%	2%	3%	2%	4%	3%	2%	3%
Good communication between staff and myself, family	3%	3%	3%	2%	2%	3%	3%	3%	3%	2%
Staff assures that the resident is clean - clean clothes, hair, nails, teeth	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Overall, satisfied with activities	2%	2%	2%	1%	1%	1%	2%	1%	2%	2%
Consistent staffing, really knows my family member, routine	2%	2%	2%	1%	2%	3%	2%	2%	1%	1%
Receive timely notification of changes in resident's condition	1%	1%	2%	2%	2%	1%	2%	1%	2%	2%
Nursing home is attractive	1%	2%	1%	2%	1%	2%	2%	1%	1%	1%
Resident's health, quality of life has improved since being at nursing home	1%	1%	1%	1%	1%	1%	1%	1%	1%	2%
Quality of physician and specialist services - mental health, therapies, restorative care, hospice meets the resident's needs	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Staff willingly shares with myself, family how resident is doing	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Satisfied with resident's personal safety	1%	1%	1%	1%	1%	1%	2%	1%	1%	1%
Overall, management responds well to concerns, problems	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Overall, satisfied with meals	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%

Comment	State wide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
Positive Comments (continued)										
Hallways and public areas are kept odor free	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Good support provided to families from Social Services and family groups	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Staff encourages resident to take part in activities	1%	1%	1%	1%	1%	1%	< 1%	1%	1%	1%
Overall, satisfied with physical environment at nursing home	1%	1%	< 1%	1%	1%	1%	1%	< 1%	< 1%	1%
Overall, satisfied with communication at nursing home	1%	< 1%	1%	1%	1%	1%	< 1%	1%	1%	1%
Respondent feels longevity of resident is due to quality of care at nursing home	1%	1%	< 1%	1%	< 1%	1%	1%	< 1%	< 1%	1%
Enough activities are being offered	1%	1%	< 1%	1%	< 1%	1%	1%	1%	1%	1%
Satisfied with quality of food - attractive, appetizing, nutritious	1%	< 1%	1%	1%	1%	1%	1%	1%	< 1%	< 1%
Staff gets along and works well together	1%	< 1%	1%	1%	1%	< 1%	< 1%	1%	1%	< 1%

Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.

Table D. Categorized Summary of Negative Verbatim Responses

Comment	State wide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
Negative Comments										
Not enough staff on during all shifts and weekends to provide sufficient help	9%	7%	8%	9%	12%	7%	7%	9%	10%	10%
Resident does not get clothes returned when laundry is done at the facility, wrong clothes returned	5%	4%	5%	5%	5%	3%	2%	5%	5%	5%
Staff does not keep the resident clean - clean clothes, hair, nails, teeth	4%	5%	4%	4%	4%	2%	4%	4%	5%	4%
Missing items - clothes, personal items	4%	4%	4%	3%	4%	3%	3%	5%	4%	4%
Inconsistent staffing, care varies by shift, doesn't know my family member, routine	3%	3%	3%	3%	4%	2%	4%	3%	3%	3%
Dissatisfied with quality of food - unattractive, not appetizing, not nutritious	3%	2%	3%	4%	3%	2%	2%	3%	3%	3%
Lack of, strained communication between staff and myself, family	3%	2%	3%	2%	3%	2%	3%	3%	3%	2%
Staff not attentive to resident's emotional, mental, physical needs	3%	3%	3%	2%	3%	1%	3%	2%	3%	3%
Bathroom needs not met - resident not taken enough, diaper changes	3%	2%	2%	3%	4%	1%	2%	2%	3%	3%
English should be language spoken, language barrier	2%	4%	2%	2%	1%	1%	3%	2%	3%	2%
Not enough physical exercise offered	2%	2%	2%	2%	2%	1%	1%	2%	3%	2%
Not enough space in resident's room	2%	2%	3%	2%	2%	3%	3%	3%	2%	2%
Problems, Complaints with aides, nurse's aides	2%	3%	2%	2%	2%	2%	3%	2%	2%	2%
Not enough activities being offered	2%	2%	2%	2%	2%	2%	2%	2%	2%	2%
Overall, dissatisfied with meals	2%	1%	2%	2%	2%	2%	2%	1%	2%	2%
Staff turnover - general	2%	2%	1%	2%	2%	3%	2%	2%	2%	2%
Hallways and public areas are not kept odor free	2%	2%	1%	2%	2%	1%	2%	2%	2%	2%
Call bells not answered promptly	2%	1%	2%	1%	3%	1%	2%	2%	2%	1%
Dissatisfied with food choices	2%	1%	1%	2%	2%	1%	2%	2%	2%	2%
Not enough physician and specialist services - mental health, therapies, restorative care, hospice	2%	2%	2%	2%	2%	1%	1%	2%	2%	1%
Resident's room is not kept clean	2%	1%	2%	2%	2%	1%	2%	2%	2%	2%
Staff does not respond well to problems or requests	2%	2%	2%	1%	2%	1%	1%	2%	2%	2%
Facility is not clean or well maintained	2%	2%	2%	1%	2%	1%	2%	2%	2%	2%
Not happy with amount of space to socialize - outside resident's room	2%	2%	2%	1%	2%	3%	2%	2%	1%	1%
Some staff need more training, not well trained	2%	2%	2%	1%	2%	1%	2%	1%	2%	1%
Not satisfied with available help to resident while eating	1%	2%	2%	1%	2%	< 1%	1%	1%	2%	2%
Need more of a variety of stimulating activities	1%	2%	1%	1%	1%	1%	2%	1%	2%	2%
Staff does not keep the resident's planned personal care routine	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%
Staff does not get along, do not work well together, internal communication is poor	1%	1%	1%	1%	2%	1%	1%	1%	1%	1%
Not enough outdoor activities	1%	1%	1%	2%	1%	2%	1%	1%	1%	2%
Overall, management lacks responsiveness to concerns, problems	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Overall, dissatisfied with management of nursing home	1%	1%	1%	1%	1%	1%	1%	2%	1%	1%
Staff is unkind to and does not respect resident	1%	1%	1%	1%	1%	1%	1%	1%	2%	1%

Comment	State wide	Region				Bed Size Based on Occupied Beds				
		Metro	North	South	West	≤60	61-80	81-100	101-140	141+
Negative Comments (continued)										
Variety of menu selections are not good	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Not satisfied with resident's personal safety	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Staff overworked	1%	1%	1%	1%	2%	< 1%	1%	1%	1%	1%
Nursing home does not takes steps to protect personal items	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Poor medication management	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Overall, unhappy with communication at nursing home	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Nursing home is unattractive	1%	1%	1%	1%	1%	2%	1%	1%	1%	1%
Food is not hot	1%	1%	1%	1%	1%	< 1%	1%	1%	1%	1%
Staff does not encourage resident to take part in activities	1%	1%	1%	1%	1%	< 1%	< 1%	1%	1%	1%
Doctors need to have more contact with family	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Billing issues	1%	1%	1%	1%	1%	1%	1%	1%	1%	< 1%
Overall, dissatisfied with physical environment at nursing home	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Staff is unable to communicate effectively with resident	1%	1%	1%	1%	1%	< 1%	1%	1%	1%	1%
Overall, dissatisfied with personal care services	1%	1%	1%	1%	1%	< 1%	< 1%	1%	1%	1%
Roommate, neighbor, ward issues	1%	1%	1%	1%	1%	< 1%	1%	1%	1%	< 1%
Cost issues	1%	1%	1%	1%	1%	1%	1%	1%	1%	1%
Meal texture, spiciness difficult for resident to eat	1%	1%	1%	1%	1%	1%	1%	1%	1%	< 1%
Bad nursing home	1%	1%	1%	1%	1%	< 1%	1%	1%	1%	< 1%
Fear, hesitant to comment or complain - respondent, responsible party	1%	1%	1%	< 1%	1%	< 1%	1%	< 1%	1%	< 1%
Dirty clothes are not changed as needed	1%	1%	1%	< 1%	< 1%	< 1%	1%	1%	1%	1%
Staff is not friendly when visiting	1%	1%	< 1%	1%	< 1%	< 1%	< 1%	1%	1%	1%
Resident's room is dreary, depressing	1%	< 1%	1%	1%	1%	< 1%	1%	1%	1%	< 1%
I, my family does not receive timely notification of changes in resident's condition	1%	1%	1%	< 1%	1%	1%	1%	1%	< 1%	< 1%
Staff is underpaid	1%	1%	< 1%	< 1%	1%	1%	< 1%	< 1%	1%	< 1%
Not enough supervision of patients	1%	1%	< 1%	1%	< 1%	< 1%	1%	1%	< 1%	1%
Grounds are not maintained, safe and accessible	1%	1%	1%	< 1%	1%	1%	1%	< 1%	< 1%	1%
Overall, dissatisfied with staff at nursing home	1%	1%	1%	< 1%	1%	1%	< 1%	< 1%	1%	< 1%
Parking issues	1%	1%	1%	< 1%	1%	1%	< 1%	< 1%	1%	< 1%
Too hot, Too cold in some areas	1%	< 1%	< 1%	< 1%	1%	< 1%	1%	< 1%	1%	1%

Note: Percentages are based on the total number of residents providing comments. Since respondents could provide comments in a number of categories, the percentages reported will sum to more than 100%.

XI. Facility Results

The table below presents average satisfaction scores among the six domains and three overall measures for every nursing home in Massachusetts in 2005 and 2007. The scores reported under the column "Overall Satisfaction" represent responses to the question, "Overall how satisfied are you with this nursing home?" The statewide scores and confidence intervals are also included for comparison purposes. Cells with "NA" indicate that a home did not participate during that survey administration or did not have enough completed surveys to provide statistically valid scores. Use this table to compare the satisfaction scores of facilities to one another or to compare a facility's score from year to year to see if there has been any improvement or decline in satisfaction from 2005 to 2007.

Please note that three statewide scores are presented in the facility results table to allow for the most accurate comparisons for all facilities. The row labeled "Average (all homes)" contains the overall statewide average scores for 2007 and 2005. The row labeled "Average (2005/2007 homes)" contains the 2005 and 2007 statewide averages for facilities participating in both 2005 and 2007. Use these scores to compare with those facilities participating in both years. Finally, in the row labeled "Average (2007 only homes)" are the statewide average scores for those homes participating only in 2007. Use these scores for comparison purposes if a facility has an "NA" for their 2005 results.

The 19 facilities listed below participated in the 2007 survey process, but had response rates that were too low to report individual facility results. These facilities should not be confused with those who did not meet the eligibility criteria for participation. We appreciate the cooperation of these facilities in the Massachusetts Nursing Home Satisfaction Program.

- Emerson Rehabilitation & Transitional Care Unit
- Harborlights Rehabilitation & Nursing Center
- Highland Manor Nursing Home, Inc.
- Holyoke Hospital Transitional Care Center
- Lasell House
- Marie Esther Health Center, Inc.
- Park View Rehabilitation & Nursing Center
- Pond Home
- Pond View Nursing Facility
- Samuel Marcus Nursing Home
- Savoy Nursing & Rehabilitation Center
- Shaughnessy Kaplan Rehabilitation TCU
- Sisters Of Providence Infirmary
- St Anne's Hospital Transitional Care Unit
- Sunbridge Care & Rehabilitation - Colonial Heights
- Sunbridge Care & Rehabilitation - Hammond House
- The Berkeley Retirement Home
- The Boston Center For Rehabilitation Subacute Care
- Transitional Care Unit @ Hubbard Regional Hospital

Table E. Facility Level Satisfaction Scores for 2005 and 2007

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Abbott House Nursing Home	Lynn	4.32	4.60	4.21	4.45	4.18	4.54	4.07	4.16	3.70	4.18	4.20	4.37	3.90	4.23	3.96	4.30	96	4
Aberjona Nursing Center, Inc.	Winchester	4.53	4.54	4.31	4.41	4.47	4.49	4.41	4.50	3.97	4.05	4.37	4.44	4.16	4.15	4.38	4.42	97	3
Academy Manor	Andover	4.06	4.05	4.05	3.92	4.18	4.14	4.06	3.99	3.70	3.61	4.01	3.85	3.67	3.75	3.91	4.02	90	10
Alden Court Nursing & Rehab Center	Fairhaven	NA	4.18	NA	4.06	NA	4.08	NA	4.19	NA	3.96	NA	4.07	NA	3.99	NA	4.14	93	7
Amesbury Village	Amesbury	NA	4.46	NA	4.38	NA	4.44	NA	4.25	NA	4.05	NA	4.18	NA	4.05	NA	4.26	96	4
Anchorage Nursing Home	Shelburne	4.06	3.90	4.12	4.10	4.15	4.20	4.00	3.82	3.61	3.61	3.91	4.00	3.90	3.91	3.99	3.96	85	15
Annemark Nursing Home, Inc	North Revere	NA	4.12	NA	3.90	NA	4.05	NA	3.94	NA	3.65	NA	4.04	NA	3.82	NA	3.96	89	11
Apple Valley Center	Ayer	4.36	4.35	4.36	4.19	4.35	4.35	4.18	4.14	3.87	3.83	4.19	4.16	3.99	3.92	4.17	4.18	93	7
Armenian Nursing & Rehab Center	Jamaica Plain	4.56	4.28	4.50	4.19	4.49	4.48	4.53	4.49	4.37	4.38	4.40	4.36	4.47	4.46	4.48	4.49	92	8
Arnold House Nursing Home	Stoneham	NA	4.87	NA	4.67	NA	4.58	NA	4.74	NA	4.27	NA	4.61	NA	4.62	NA	4.52	100	0
Autumn Village LLC	Worcester	NA	3.83	NA	3.69	NA	3.85	NA	3.84	NA	3.61	NA	3.78	NA	3.78	NA	3.71	84	16
Avery Manor	Needham	4.00	3.79	3.86	3.69	3.91	3.86	4.08	4.03	3.60	3.27	3.91	3.92	3.68	3.78	3.92	3.72	79	21
Baldwinville Nursing Home	Baldwinville	4.65	4.66	4.56	4.52	4.50	4.41	4.57	4.42	4.44	4.23	4.63	4.37	4.40	4.23	4.53	4.37	98	2
Bay Path At Duxbury Nursing & Rehab Center	Duxbury	4.53	4.38	4.26	4.18	4.29	4.22	4.30	4.24	3.90	3.76	4.13	4.03	4.09	3.92	4.28	4.17	100	0
Baypointe Rehab & Skilled Care Center	Brockton	3.96	4.18	3.77	4.12	3.88	4.05	4.18	4.15	3.90	4.09	3.81	3.95	3.96	3.88	3.81	4.02	85	15
Bear Hill Nursing Center	Stoneham	4.34	4.28	4.04	4.16	4.16	4.15	4.41	4.25	3.96	3.95	4.18	4.17	4.06	3.95	4.15	4.21	95	5
Beaumont At The Willows	Westborough	4.35	4.28	4.23	4.18	4.33	4.31	4.24	4.25	3.96	3.70	4.12	4.11	4.02	3.92	4.20	4.21	93	7
Beaumont Rehab & Skilled Nursing Center @ Natick	Natick	4.52	4.45	4.29	4.35	4.46	4.41	4.56	4.58	4.02	4.06	4.15	4.20	4.26	4.14	4.34	4.34	94	6
Beaumont Rehab & Skilled Nursing Center At Northbridge	Northbridge	4.30	4.28	4.20	4.09	4.32	4.22	4.08	4.01	3.77	3.68	4.23	4.18	4.24	4.10	4.13	4.10	96	4

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Beaumont Rehab & Skilled Nursing Center Of Northboro	Northborough	4.16	4.35	3.96	4.12	4.11	4.24	4.13	4.29	3.60	3.69	3.96	4.05	3.55	3.90	3.93	4.08	96	4
Bedford Village Nursing Home, Inc.	New Bedford	NA	3.77	NA	3.71	NA	3.93	NA	3.22	NA	3.09	NA	3.69	NA	3.43	NA	3.68	42	58
Belmont Manor Nursing Home, Inc.	Belmont	4.38	4.37	4.16	4.18	4.28	4.31	4.32	4.32	3.85	3.83	4.26	4.28	4.05	4.09	4.09	4.20	97	3
Benjamin Healthcare Center	Roxbury	NA	3.88	NA	3.67	NA	3.93	NA	3.90	NA	3.56	NA	3.90	NA	3.60	NA	3.93	78	22
Berkshire Place	Pittsfield	NA	4.84	NA	4.67	NA	4.71	NA	4.73	NA	4.38	NA	4.71	NA	4.78	NA	4.75	100	0
Berkshire Rehabilitation & Skilled Care Center	Sandisfield	NA	4.22	NA	3.89	NA	4.19	NA	4.08	NA	3.69	NA	3.93	NA	3.95	NA	3.87	100	0
Bethany Skilled Nursing Facility	Framingham	4.88	4.76	4.87	4.82	4.73	4.78	4.61	4.65	4.66	4.60	4.79	4.68	4.70	4.51	4.70	4.64	100	0
Birch Manor Rehab & Skilled Nursing Center	Chicopee	4.50	4.41	4.33	4.41	4.35	4.38	4.26	4.25	4.10	4.18	4.28	4.36	4.21	4.17	4.32	4.24	95	5
Blackstone Nursing Home	Blackstone	NA	4.59	NA	4.50	NA	4.59	NA	4.04	NA	4.26	NA	4.49	NA	4.23	NA	4.35	94	6
Blaire House LTCF Of Worcester	Worcester	NA	4.30	NA	4.14	NA	4.26	NA	3.78	NA	3.78	NA	3.93	NA	4.02	NA	4.13	92	8
Blaire House Of Milford	Milford	3.79	3.86	3.56	3.76	3.91	3.98	3.89	3.78	3.35	3.40	3.98	3.93	3.81	3.78	3.83	3.91	92	8
Blaire House Of Tewksbury	Tewksbury	4.06	3.93	3.85	3.79	4.05	3.99	4.14	3.97	3.63	3.83	3.86	3.81	3.68	3.60	3.97	3.87	81	19
Blue Hills Alzheimer's Care Center	Stoughton	NA	3.92	NA	3.86	NA	4.10	NA	3.88	NA	3.56	NA	3.80	NA	3.89	NA	3.92	86	14
Blueberry Hill Skilled Nursing & Rehab Center	Beverly	NA	4.22	NA	4.00	NA	4.22	NA	4.15	NA	3.39	NA	4.02	NA	3.99	NA	4.02	95	5
Bolton Manor Nursing & Rehab Center	Marlborough	NA	4.00	NA	3.94	NA	4.01	NA	4.05	NA	3.67	NA	4.13	NA	3.69	NA	3.99	88	13
Bostonian Nursing Care & Rehabilitation Center	Dorchester	4.38	4.00	4.11	3.77	4.12	3.88	4.25	3.97	3.91	3.74	4.17	3.89	3.95	3.79	4.01	3.80	90	10
Bourne Manor Extended Care Facility	Bourne	3.98	4.00	3.96	3.81	4.07	3.98	3.92	4.14	3.70	3.77	3.86	3.90	3.88	3.85	3.93	4.03	84	16

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Braemoor Rehab & Nursing Center, Inc.	Brockton	4.38	4.39	4.29	4.27	4.44	4.32	4.21	4.16	3.94	3.93	4.30	4.25	3.95	4.11	4.27	4.20	93	7
Braintree Landing Skilled Nursing & Rehabilitation Center	Braintree	3.86	3.85	3.75	3.75	3.95	4.01	3.86	3.79	3.83	3.73	3.78	3.78	3.79	3.73	3.88	3.84	78	22
Braintree Manor Rehab & Nursing Center	Braintree	4.16	3.67	3.93	3.75	4.21	3.90	3.77	3.41	3.59	3.25	3.99	3.81	3.89	3.79	4.05	3.83	76	24
Brandon Woods Of Dartmouth	South Dartmouth	NA	4.03	NA	3.89	NA	4.11	NA	4.15	NA	3.89	NA	4.08	NA	3.86	NA	4.04	90	10
Brandon Woods Of New Bedford	New Bedford	3.78	3.60	3.60	3.57	3.74	3.66	3.78	3.81	3.30	3.34	4.02	3.86	3.75	3.54	3.69	3.70	77	23
Briarwood Healthcare & Nursing Center	Needham	4.12	4.37	3.92	4.08	4.28	4.16	4.19	4.10	4.04	3.87	4.12	4.06	4.24	4.02	4.12	4.05	91	9
Bridgewater Nursing Home	Bridgewater	4.44	4.38	4.40	4.53	4.52	4.65	4.19	4.07	3.68	4.07	4.42	4.64	4.19	4.39	4.53	4.44	100	0
Brigham Manor Nursing & Rehab Center	Newburyport	NA	4.63	NA	4.44	NA	4.47	NA	4.37	NA	4.19	NA	4.46	NA	4.16	NA	4.35	100	0
Brighten At Medford	Medford	NA	3.18	NA	3.02	NA	3.42	NA	3.49	NA	3.17	NA	3.31	NA	3.16	NA	3.31	60	40
Brighton House Rehab & Nursing Center	Brighton	NA	3.73	NA	3.60	NA	3.70	NA	4.11	NA	3.69	NA	3.70	NA	3.45	NA	3.81	82	18
Brookhaven At Lexington	Lexington	4.41	3.92	4.18	3.85	4.31	4.11	4.25	3.42	3.95	3.47	4.22	4.09	4.41	4.03	4.08	4.07	83	17
Brookline Health Care Center	Brookline	NA	3.87	NA	3.55	NA	3.77	NA	3.81	NA	3.29	NA	3.75	NA	3.46	NA	3.79	79	21
Buckley-Greenfield Healthcare Center	Greenfield	4.45	4.52	4.23	4.27	4.28	4.20	4.28	4.29	4.08	3.84	4.24	4.16	4.09	4.07	4.23	4.08	98	2
Caldwell Skilled Nursing & Rehab Center	Ipswich	4.60	4.44	4.37	4.35	4.47	4.31	4.02	4.03	4.00	4.23	4.30	4.20	4.11	3.98	4.26	4.26	97	3
Calvin Coolidge Nursing & Rehab Center-Northampton	Northampton	3.91	3.92	3.70	3.88	3.91	4.02	3.85	3.92	3.54	3.75	3.84	3.91	3.69	3.78	3.74	3.95	87	13
Campion Health Center, Inc.	Weston	NA	4.84	NA	4.75	NA	4.74	NA	4.89	NA	4.58	NA	4.69	NA	4.86	NA	4.72	100	0
Cape Cod Nursing & Rehab Center	Buzzards Bay	4.46	4.57	4.19	4.45	4.21	4.40	4.40	4.55	3.88	4.13	4.11	4.37	4.00	4.04	4.15	4.35	98	2
Cape End Manor	Provincetown	NA	4.06	NA	4.26	NA	4.31	NA	3.80	NA	3.70	NA	4.34	NA	4.23	NA	4.19	89	11

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Cape Heritage Radius Healthcare Center	Sandwich	NA	4.11	NA	4.04	NA	4.06	NA	3.80	NA	3.65	NA	3.92	NA	3.79	NA	3.99	90	10
Cape Regency Radius Healthcare Facility	Centerville	NA	4.18	NA	3.96	NA	4.06	NA	4.01	NA	3.70	NA	3.82	NA	3.84	NA	3.99	92	8
Cardigan Nursing Home	Scituate	4.53	4.59	4.50	4.47	4.37	4.45	4.22	4.21	4.12	3.91	4.26	4.30	4.10	4.32	4.26	4.26	100	0
Carleton-Willard Village Retirement & Nursing Center	Bedford	4.80	4.73	4.60	4.49	4.56	4.44	4.73	4.62	4.26	4.21	4.54	4.36	4.60	4.49	4.56	4.55	100	0
Carlyle House	Framingham	4.56	4.42	4.36	4.36	4.40	4.40	4.18	4.17	4.06	3.92	4.23	4.14	4.04	3.91	4.24	4.22	91	9
Catholic Memorial Home	Fall River	4.40	4.47	4.30	4.36	4.34	4.39	4.13	4.18	4.04	4.20	4.29	4.36	4.11	4.16	4.22	4.32	98	2
Cedar Hill Health Care Center	Randolph	3.97	3.72	3.82	3.75	3.99	3.77	4.00	3.86	3.78	3.17	3.95	3.70	3.83	3.58	4.06	3.71	80	20
Center For Extended Care @ Amherst	Amherst	NA	4.03	NA	3.92	NA	4.18	NA	4.07	NA	3.53	NA	4.10	NA	3.96	NA	4.04	92	8
Changing Seasons Healthcare	Everett	3.97	3.91	3.95	3.98	4.03	4.05	3.77	3.73	3.66	3.72	3.84	3.94	3.69	3.65	3.87	3.97	78	22
Chapin Center	Springfield	4.18	4.00	4.10	3.88	4.18	4.07	4.02	3.91	3.85	3.84	4.03	3.92	3.96	3.65	4.04	3.89	82	18
Charlene Manor Extended Care Facility	Greenfield	NA	4.17	NA	4.02	NA	4.11	NA	4.23	NA	3.78	NA	4.08	NA	3.78	NA	4.09	93	7
Charlwell House	Norwood	NA	3.98	NA	3.95	NA	3.87	NA	3.82	NA	3.46	NA	3.86	NA	3.49	NA	3.76	87	13
Chelsea Jewish Nursing Home	Chelsea	4.62	4.55	4.48	4.37	4.46	4.44	4.27	4.31	4.21	4.10	4.34	4.33	4.31	4.00	4.35	4.34	96	4
Christopher House Of Worcester	Worcester	4.35	4.16	4.12	4.05	4.23	4.01	4.37	4.15	3.80	3.64	3.99	3.98	3.96	3.80	4.09	3.89	93	7
Clark House Nurs Center @ Fox Hill Village	Westwood	NA	4.23	NA	4.00	NA	4.07	NA	4.25	NA	3.43	NA	3.79	NA	3.96	NA	4.06	92	8
Clifton Rehabilitative Nursing Center	Somerset	NA	4.57	NA	4.50	NA	4.44	NA	4.46	NA	4.17	NA	4.48	NA	4.26	NA	4.37	99	1
Coleman House	Northborough	4.70	4.63	4.43	4.30	4.48	4.41	4.58	4.53	3.88	3.93	4.25	4.20	4.19	3.92	4.44	4.38	92	8
Colonial Nursing & Rehab Center	Weymouth	4.24	4.27	4.07	4.06	4.30	4.14	4.12	4.07	3.72	3.74	4.02	4.11	3.88	3.94	4.15	4.06	91	9
Colony House Nursing & Rehab Center	Abington	NA	4.05	NA	4.11	NA	4.19	NA	3.84	NA	4.03	NA	4.05	NA	4.03	NA	4.13	82	18

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Commons Residence At Orchard Cove	Canton	NA	4.44	NA	4.25	NA	4.22	NA	4.55	NA	3.99	NA	4.23	NA	4.29	NA	4.20	94	6
Concord Health Care Center	Concord	4.17	4.21	4.04	4.07	4.26	4.18	4.18	4.16	3.55	3.83	3.98	4.10	3.65	3.87	4.04	4.11	90	10
Continuing Care Center At Hopedale	Hopedale	3.93	3.70	3.90	3.69	4.01	3.98	3.58	3.46	3.59	3.30	3.88	3.82	3.96	3.54	3.84	3.80	70	30
Coolidge House	Brookline	4.11	3.74	3.95	3.65	4.00	3.76	3.97	3.80	3.43	3.37	3.89	3.79	3.86	3.63	3.92	3.65	74	26
Copley At Stoughton Nursing Care Center	Stoughton	NA	4.31	NA	4.16	NA	4.11	NA	4.32	NA	3.63	NA	4.09	NA	3.66	NA	4.01	97	3
Corey Hill Nursing Home, Inc.	Brighton	NA	3.42	NA	3.45	NA	3.70	NA	3.26	NA	3.30	NA	3.47	NA	3.67	NA	3.67	62	38
Country Estates Of Agawam	Agawam	3.97	4.18	3.70	3.98	3.79	4.08	4.15	4.15	3.36	3.66	3.80	4.13	3.71	3.94	3.83	4.07	94	6
Country Gardens Skilled Nursing & Rehab Center	Swansea	NA	4.19	NA	4.22	NA	4.35	NA	4.12	NA	3.85	NA	4.24	NA	3.86	NA	4.23	94	6
Country Rehab & Nursing Center	Newburyport	NA	4.28	NA	4.08	NA	4.22	NA	4.13	NA	3.42	NA	4.08	NA	3.83	NA	4.16	89	11
Countryside Nursing Home, Inc.	Framingham	4.86	4.89	4.75	4.79	4.67	4.67	4.52	4.57	4.21	4.35	4.58	4.67	4.39	4.47	4.40	4.62	100	0
Courtyard Nursing Care Center	Medford	4.13	3.84	3.96	3.68	4.11	3.83	4.13	3.88	3.77	3.57	4.01	3.77	3.62	3.45	4.05	3.81	82	18
Coyne Healthcare Center	Rockland	4.49	4.51	4.35	4.29	4.43	4.39	4.07	4.04	3.89	4.01	4.33	4.37	4.12	4.00	4.12	4.27	92	8
Cozy Corner Nursing Home, Inc.	Sunderland	NA	4.42	NA	4.28	NA	4.26	NA	4.05	NA	4.07	NA	4.36	NA	4.05	NA	4.08	96	4
Craneville Place @ Dalton	Dalton	NA	4.47	NA	4.32	NA	4.27	NA	4.35	NA	3.97	NA	4.18	NA	4.03	NA	4.20	96	4
Crawford Skilled Nursing & Rehab Center	Fall River	NA	3.38	NA	3.39	NA	3.53	NA	3.40	NA	3.42	NA	3.60	NA	2.91	NA	3.68	58	42
Daniels House Nursing Home	Reading	NA	4.57	NA	4.35	NA	4.55	NA	3.86	NA	4.07	NA	4.48	NA	4.24	NA	4.26	95	5
Den-Mar Rehab & Nursing Center	Rockport	NA	4.12	NA	3.96	NA	4.19	NA	3.83	NA	3.88	NA	3.89	NA	3.76	NA	4.03	88	12
Devereux House Nursing Home	Marblehead	4.52	4.45	4.29	4.39	4.44	4.44	3.84	4.13	3.87	4.13	4.46	4.43	4.35	4.24	4.36	4.24	97	3
Dexter House Nursing Facility	Malden	NA	4.05	NA	3.95	NA	4.04	NA	3.95	NA	3.66	NA	4.12	NA	3.76	NA	3.89	88	12

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Dighton Nursing Center	North Dighton	NA	4.73	NA	4.73	NA	4.53	NA	4.25	NA	4.18	NA	4.54	NA	4.38	NA	4.38	100	0
Don Orione Nursing Home	East Boston	NA	3.87	NA	3.76	NA	3.95	NA	3.81	NA	3.68	NA	3.92	NA	3.89	NA	3.86	75	25
Doolittle Home, Inc.	Foxboro	4.83	4.95	4.76	4.79	4.69	4.78	4.94	4.91	4.51	4.44	4.91	4.92	4.89	4.76	4.72	4.85	100	0
D'Youville Senior Care	Lowell	4.54	4.56	4.37	4.31	4.31	4.33	4.48	4.49	4.01	4.15	4.24	4.32	4.18	4.17	4.19	4.24	98	2
Eagle Pond Rehab & Living Center	South Dennis	NA	4.22	NA	4.16	NA	4.20	NA	4.11	NA	3.75	NA	4.05	NA	3.95	NA	4.18	91	9
East Longmeadow Skilled Nursing Center	East Longmeadow	4.02	4.05	4.02	3.87	4.07	4.10	3.93	3.97	3.57	3.62	3.89	3.96	3.86	3.82	3.91	4.13	92	8
Eastpointe Nursing Care Center	Chelsea	4.00	3.95	3.97	3.75	3.95	3.86	3.93	4.00	3.86	3.75	3.70	3.72	3.79	3.80	3.85	3.88	84	16
Eliot Healthcare Center	Natick	NA	4.04	NA	3.87	NA	4.06	NA	3.95	NA	3.35	NA	3.94	NA	3.73	NA	3.94	77	23
Elizabeth Seton Residence	Wellesley Hills	4.59	4.63	4.38	4.47	4.34	4.29	4.76	4.58	4.25	3.92	4.47	4.54	4.13	3.69	4.32	4.27	93	7
Embassy House Skilled Nursing & Rehab Center	Brockton	NA	4.08	NA	3.85	NA	3.94	NA	3.87	NA	3.63	NA	4.13	NA	3.97	NA	3.85	100	0
Emerson Rehab & Nursing Center	Watertown	4.48	4.02	4.34	3.82	4.45	3.99	4.38	4.03	4.14	3.45	4.46	4.06	4.31	3.90	4.33	4.01	86	14
Emerson Rehab & Trans Care Unit	Concord	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Epoch Senior Healthcare Chestnut Hill	Chestnut Hill	4.00	3.76	3.77	3.55	3.96	3.90	4.18	4.07	3.56	3.66	3.81	3.78	3.87	3.74	3.84	3.86	80	20
Epoch Senior Healthcare Of Brewster	Brewster	4.38	4.54	4.20	4.33	4.24	4.41	4.22	4.29	3.92	4.07	4.07	4.22	3.93	4.15	4.15	4.27	100	0
Epoch Senior Healthcare Of Harwich	Harwich	4.13	4.14	4.01	4.02	4.05	4.22	4.03	4.20	4.09	4.17	3.90	4.00	3.97	3.94	4.04	4.20	86	14
Epoch Senior Healthcare Of Melrose	Melrose	4.25	4.23	4.03	4.18	4.15	4.15	3.92	3.98	3.72	3.94	4.10	4.17	3.74	3.88	4.00	4.08	89	11
Epoch Senior Healthcare Of Norton	Norton	4.30	4.15	4.24	4.09	4.29	4.21	4.19	4.20	3.94	3.87	4.06	4.10	4.22	4.19	4.21	4.09	94	6
Epoch Senior Healthcare Of Sharon	Sharon	4.14	4.03	4.03	4.03	4.14	4.16	4.08	4.14	3.72	3.67	3.83	3.97	3.71	3.75	4.04	3.97	85	15

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Epoch Senior Healthcare Of Weston	Weston	3.89	4.14	3.70	3.98	4.04	4.17	3.94	3.83	3.41	3.79	3.99	4.17	3.90	4.12	3.97	4.04	88	12
Essex Park Rehabilitating & Nurs Center	Beverly	NA	3.95	NA	3.67	NA	4.04	NA	3.59	NA	3.43	NA	3.70	NA	3.60	NA	3.71	81	19
Fairhaven Nursing Home	Lowell	NA	3.82	NA	3.74	NA	4.11	NA	3.42	NA	3.69	NA	3.63	NA	3.74	NA	3.78	80	20
Fairview Commons Nursing & Rehab Center	Great Barrington	4.09	3.65	3.87	3.56	4.09	3.84	3.88	3.69	3.86	3.64	3.75	3.67	3.66	3.63	4.01	3.89	70	30
Fall River Jewish Home, Inc.	Fall River	NA	4.66	NA	4.43	NA	4.49	NA	4.46	NA	4.36	NA	4.52	NA	4.24	NA	4.45	97	3
Farren Care Center, Inc.	Turners Falls	4.62	4.42	4.35	4.29	4.48	4.41	4.23	4.27	3.99	4.18	4.35	4.25	4.23	4.30	4.37	4.33	100	0
Forestview Nursing & Rehab Center	Wareham	4.24	3.82	3.97	3.68	4.04	3.87	4.18	3.75	3.60	3.41	4.01	3.69	4.02	3.31	3.96	3.72	84	16
Franklin Skilled Nursing & Rehab Center	Franklin	NA	4.06	NA	4.06	NA	4.48	NA	4.07	NA	3.97	NA	4.17	NA	4.02	NA	4.24	88	12
Geriatric Authority Of Holyoke	Holyoke	NA	4.11	NA	4.04	NA	4.08	NA	4.03	NA	3.84	NA	4.00	NA	3.99	NA	3.98	81	19
Geriatric Authority Of Milford	Milford	4.40	4.65	4.30	4.47	4.36	4.43	4.21	3.95	4.26	4.29	4.30	4.35	3.95	4.11	4.27	4.21	100	0
German Centre For Extended Care	West Roxbury	4.49	4.29	4.29	4.18	4.33	4.28	4.40	4.28	4.30	4.07	4.14	4.20	4.24	4.04	4.37	4.16	97	3
Glen Ridge Nursing Care Center	Medford	NA	4.20	NA	4.01	NA	4.10	NA	4.21	NA	3.81	NA	4.06	NA	3.68	NA	4.05	91	9
Goddard House	Jamaica Plain	4.00	3.98	3.78	3.74	3.85	3.87	4.20	4.12	3.68	3.60	4.00	3.78	3.66	3.64	3.91	3.76	85	15
Goddard Rehabilitation & Nursing Center	Stoughton	NA	3.61	NA	3.52	NA	3.70	NA	3.75	NA	3.64	NA	3.52	NA	3.51	NA	3.76	70	30
Golden Living Center - Attleboro	Attleboro	NA	3.48	NA	3.54	NA	3.83	NA	3.71	NA	3.55	NA	3.69	NA	3.60	NA	3.61	72	28
Golden Living Center - Chestnut Hill	Chestnut Hill	NA	3.80	NA	3.64	NA	3.82	NA	4.39	NA	3.80	NA	4.13	NA	4.06	NA	3.95	89	11
Golden Living Center - Chetwynde	Newton	4.20	3.91	3.96	3.65	4.21	4.25	4.05	4.13	3.97	3.91	3.96	4.12	3.81	3.39	4.07	4.04	75	25
Golden Living Center - Cohasset	Cohasset	NA	4.06	NA	3.97	NA	4.13	NA	4.02	NA	3.25	NA	4.06	NA	3.87	NA	4.10	87	13

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Golden Living Center - Dedham	Dedham	NA	4.16	NA	3.91	NA	4.12	NA	4.05	NA	3.99	NA	4.01	NA	3.89	NA	4.13	86	14
Golden Living Center - Elmhurst	Melrose	NA	4.55	NA	4.18	NA	4.28	NA	4.31	NA	4.06	NA	4.40	NA	4.14	NA	4.30	100	0
Golden Living Center - Fitchburg	Fitchburg	NA	3.80	NA	3.50	NA	3.98	NA	3.73	NA	3.56	NA	3.83	NA	3.47	NA	3.94	80	20
Golden Living Center - Lexington	Lexington	NA	3.97	NA	3.70	NA	3.90	NA	3.87	NA	3.46	NA	3.94	NA	3.59	NA	3.87	89	11
Golden Living Center - Melrose	Melrose	NA	4.24	NA	4.11	NA	4.25	NA	3.85	NA	3.92	NA	4.00	NA	3.77	NA	4.05	93	7
Golden Living Center - Norwood	Norwood	NA	3.98	NA	3.80	NA	4.12	NA	3.89	NA	3.68	NA	3.81	NA	3.71	NA	3.93	86	14
Golden Living Center - Oak Hill	Middleboro	NA	4.20	NA	4.07	NA	4.22	NA	3.93	NA	3.68	NA	4.07	NA	3.95	NA	4.00	93	7
Golden Living Center - Plymouth	Plymouth	NA	4.46	NA	4.38	NA	4.37	NA	4.08	NA	4.05	NA	4.22	NA	3.88	NA	4.23	96	4
Golden Living Center - The Hermitage	Worcester	NA	4.13	NA	4.06	NA	4.01	NA	3.83	NA	3.63	NA	3.93	NA	3.84	NA	3.93	94	6
Golden Living Center - Wedgemere	Taunton	NA	3.95	NA	3.74	NA	3.96	NA	3.78	NA	3.74	NA	3.89	NA	3.78	NA	3.97	79	21
Golden Living Center At Bristol	Attleboro	NA	4.16	NA	4.05	NA	4.15	NA	3.99	NA	3.78	NA	3.91	NA	3.68	NA	3.98	90	10
Golden Living Center At Gloucester	Gloucester	NA	3.90	NA	3.81	NA	3.95	NA	3.82	NA	3.53	NA	3.80	NA	3.44	NA	3.90	86	14
Golden Living Center At West Newton	Newton	NA	3.83	NA	3.85	NA	4.06	NA	3.91	NA	3.50	NA	3.68	NA	3.94	NA	3.77	81	19
Governor Winthrop Nursing Home	Winthrop	3.97	NA	3.96	NA	4.15	NA	3.96	NA	3.67	NA	4.19	NA	3.60	NA	4.04	NA	NA	NA
Governors Center	Westfield	4.17	4.33	4.09	4.18	4.21	4.28	4.07	4.07	3.76	3.86	4.12	4.17	4.08	4.14	4.00	4.18	96	4
Great Barrington Rehab & Nursing Center	Great Barrington	NA	4.22	NA	4.11	NA	4.27	NA	3.72	NA	3.98	NA	3.93	NA	3.97	NA	4.19	94	6

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Greenwood Nursing & Rehab Center	Wakefield	NA	4.38	NA	4.31	NA	4.41	NA	4.26	NA	4.06	NA	4.32	NA	4.27	NA	4.40	100	0
Grosvenor Park	Salem	4.49	4.28	4.35	4.14	4.32	4.23	4.34	4.26	4.24	4.16	4.28	4.23	3.92	4.03	4.34	4.15	94	6
Hallmark Nursing & Rehab Center	New Bedford	NA	4.28	NA	4.12	NA	4.13	NA	3.96	NA	3.75	NA	4.12	NA	3.87	NA	4.07	93	7
Hammersmith House Nursing Care Center	Saugus	NA	4.04	NA	4.04	NA	4.28	NA	3.97	NA	4.07	NA	4.17	NA	4.10	NA	4.19	92	8
Hampshire Care	Leeds	4.55	4.40	4.51	4.26	4.42	4.34	4.10	3.99	3.98	3.90	4.35	4.33	4.14	4.16	4.37	4.31	89	11
Hancock Park Rehab & Nursing Center	Quincy	4.45	4.61	4.30	4.48	4.26	4.47	4.34	4.41	3.68	4.03	4.25	4.40	3.94	4.25	4.18	4.37	97	3
Hancock Skilled Nursing & Rehab Center	Dorchester	NA	3.07	NA	3.33	NA	3.55	NA	3.08	NA	3.08	NA	3.41	NA	3.43	NA	3.53	40	60
Hannah B. G. Shaw Home For The Aged	Middleboro	4.90	4.96	4.83	4.96	4.74	4.81	4.88	4.87	4.63	4.84	4.80	4.91	4.82	4.84	4.81	4.87	100	0
Hannah Duston Healthcare Center	Haverhill	4.25	4.42	4.08	4.28	4.07	4.27	4.16	4.38	3.58	3.97	3.94	4.29	3.76	4.10	4.01	4.31	95	5
Harbor House Nursing & Rehab Center	Hingham	4.24	4.22	3.99	4.03	4.06	4.19	4.19	4.27	3.56	3.73	3.84	3.97	3.79	3.74	3.97	4.14	93	7
Harborlights Rehab & Nursing Center	South Boston	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Harborside Healthcare Cedar Glen Rehab & Nursing Center	Danvers	4.34	4.43	4.27	4.32	4.25	4.35	4.02	4.01	3.94	4.05	4.09	4.24	4.07	4.25	4.07	4.26	95	5
Harborside Healthcare Danvers Twin Oak	Danvers	4.30	3.89	4.10	3.79	4.09	3.86	4.18	3.72	4.09	3.42	3.88	3.72	3.94	3.35	4.02	3.79	63	38
Harborside Healthcare Maplewood Rehab & Nursing Center	Amesbury	4.00	4.04	3.82	3.91	4.06	4.01	3.74	3.60	3.88	3.56	3.94	3.86	3.88	3.88	3.86	3.87	84	16
Harborside Healthcare N S Rehab & Nursing Center	Saugus	4.03	4.09	4.03	3.97	4.02	4.03	4.03	4.08	3.96	3.80	3.87	3.79	3.89	3.94	3.89	3.99	83	17

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Harborside Healthcare-Falmouth Rehab & Nursing Center	Falmouth	4.18	4.20	4.07	4.02	4.17	4.18	4.24	4.18	3.91	3.95	3.89	3.98	4.14	3.93	4.14	4.11	96	4
Harborside Healthcare-Mashpee Rehab & Nursing Center	Mashpee	4.18	3.96	4.09	3.80	4.09	4.06	3.86	3.89	3.71	3.62	3.77	3.79	3.84	3.42	4.01	3.95	79	21
Harborside Healthcare-Wakefield Rehab & Nursing Center	Wakefield	3.65	3.42	3.56	3.40	3.82	3.72	3.91	3.58	3.44	3.42	3.64	3.36	3.68	3.59	3.76	3.54	71	29
Harborside Healthcare-Westfield Rehab & Nursing Center	Westfield	4.20	4.09	4.11	3.91	4.15	4.06	4.01	3.77	3.83	3.96	4.06	4.02	4.00	3.92	4.02	4.01	86	14
Harrington House Nursing & Rehab Center	Walpole	NA	4.35	NA	4.22	NA	4.31	NA	4.03	NA	3.84	NA	4.01	NA	4.15	NA	4.15	96	4
Hathaway Manor Extended Care Facility	New Bedford	4.31	4.08	4.20	3.82	4.23	3.89	4.23	3.90	3.93	3.59	4.18	3.98	3.99	3.63	4.12	3.87	92	8
Haven Health Center Of Chelsea	Chelsea	NA	3.06	NA	3.18	NA	3.53	NA	3.51	NA	3.19	NA	3.56	NA	3.36	NA	3.31	72	28
Hellenic Nursing & Rehab Center	Canton	4.56	4.48	4.34	4.39	4.44	4.44	4.29	4.29	4.27	4.25	4.19	4.28	4.19	4.10	4.34	4.29	100	0
Heritage Hall East Nursing & Rehab Center	Agawam	4.41	4.36	4.22	4.26	4.32	4.24	3.99	4.09	3.72	3.86	4.06	4.20	3.90	4.06	4.13	4.08	96	4
Heritage Hall North Nursing Home	Agawam	4.43	4.35	4.35	4.10	4.33	4.18	4.29	4.12	4.12	3.85	4.29	4.21	4.01	4.00	4.21	4.17	96	4
Heritage Hall South Nursing Home	Agawam	4.19	3.92	4.02	3.75	4.24	4.00	4.12	3.75	3.84	3.59	4.10	3.85	3.98	3.65	4.11	3.72	91	9
Heritage Hall West Nursing Home	Agawam	4.00	4.00	3.86	3.88	3.94	4.01	3.91	3.81	3.42	3.61	3.79	3.87	3.37	3.62	3.91	3.92	85	15
Heritage Manor	Lowell	3.97	3.90	3.89	3.80	4.17	4.02	3.83	3.91	3.34	3.38	4.04	3.98	4.03	3.95	3.84	3.98	73	27
Highgate Manor Center For Health & Rehab	Dedham	3.85	3.89	3.56	3.79	3.79	3.86	4.06	3.91	3.45	3.44	3.69	3.57	3.51	3.53	3.71	3.85	89	11

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Highland Manor Nursing Home, Inc.	Fall River	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Highlander Rehab & Nursing Center	Fall River	4.08	3.88	3.88	3.82	4.17	3.87	4.05	3.83	3.72	3.55	3.83	3.85	3.88	3.71	4.05	3.74	82	18
Hillcrest Commons Nursing & Rehab Center	Pittsfield	4.01	3.68	3.88	3.62	3.98	3.85	4.07	4.04	3.67	3.51	3.85	3.67	3.76	3.64	3.98	3.78	83	17
Hillcrest Nursing Center	Fitchburg	NA	3.93	NA	3.88	NA	4.00	NA	3.59	NA	3.94	NA	3.95	NA	3.65	NA	4.01	93	8
Holden Nursing Home, Inc.	Holden	4.22	4.56	4.15	4.48	4.32	4.46	4.03	4.24	3.78	4.14	4.26	4.37	4.18	4.22	4.13	4.31	95	5
Holliston Manor Nursing Home, Inc.	Holliston	NA	4.57	NA	4.64	NA	4.54	NA	3.89	NA	4.18	NA	4.40	NA	4.34	NA	4.60	92	8
Holy Trinity Eastern Orthod Nursing & Rehab Center	Worcester	4.29	4.47	4.16	4.36	4.17	4.44	4.19	4.30	3.75	3.96	4.15	4.23	3.91	3.95	4.04	4.30	98	2
Holyoke Health Care Center	Holyoke	4.47	4.43	4.38	4.36	4.33	4.35	4.47	4.50	4.16	4.26	4.33	4.27	4.20	4.10	4.28	4.35	98	2
Holyoke Hospital Trans Care Center	Holyoke	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Holyoke Rehabilitation Center	Holyoke	3.97	4.29	3.86	4.00	4.15	4.21	3.74	3.79	3.45	3.77	3.91	4.06	3.80	3.76	3.99	4.01	89	11
Home For Aged People In Fall River	Fall River	4.83	4.68	4.68	4.48	4.70	4.48	4.86	4.63	4.37	3.90	4.75	4.72	4.80	4.52	4.66	4.55	95	5
Hunt Nursing & Retirement Home	Danvers	4.17	3.96	4.06	3.92	4.02	4.08	3.98	3.97	3.64	3.68	4.02	3.85	3.82	3.65	4.04	3.94	89	11
Island Terrace Nursing Home	Lakeville	4.81	4.70	4.63	4.56	4.70	4.65	4.70	4.75	4.43	4.28	4.80	4.69	4.56	4.44	4.68	4.60	98	2
Jeanne Jugan Residence	Somerville	4.93	5.00	4.86	4.87	4.78	4.67	4.96	4.84	4.82	4.71	4.92	4.87	4.83	4.66	4.91	4.65	100	0
Jesmond Nursing Home	Nahant	NA	4.46	NA	4.40	NA	4.56	NA	4.28	NA	4.24	NA	4.33	NA	4.47	NA	4.49	96	4
Jewish Healthcare Center	Worcester	4.55	4.52	4.39	4.49	4.39	4.40	4.31	4.35	4.04	3.97	4.42	4.39	4.28	4.10	4.35	4.29	98	2
Jewish Nursing Home Of Western Mass	Longmeadow	4.22	4.31	4.04	4.09	4.07	4.16	4.35	4.35	3.68	3.64	4.00	4.07	3.99	3.96	4.04	4.05	93	7
Jewish R Center For The Aged Of The Ns	Swampscott	4.34	4.45	4.20	4.26	4.28	4.34	4.25	4.27	3.84	4.06	4.11	4.27	3.95	4.01	4.17	4.30	97	3
JML Care Center, Inc.	Falmouth	4.50	4.64	4.42	4.36	4.48	4.35	4.58	4.57	4.02	3.92	4.55	4.31	4.00	3.89	4.41	4.26	100	0

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
John Adams Healthcare Center	Quincy	NA	4.68	NA	4.46	NA	4.55	NA	4.31	NA	4.43	NA	4.38	NA	4.28	NA	4.48	94	6
John Scott House Nursing & Rehab Center	Braintree	4.25	4.51	4.17	4.37	4.16	4.39	4.16	4.33	3.74	3.75	4.17	4.25	3.88	4.14	4.13	4.25	100	0
Kathleen Daniel	Framingham	3.90	3.68	3.73	3.56	3.89	3.77	4.09	3.98	3.65	3.35	4.11	3.90	3.63	3.29	4.00	3.78	72	28
Keystone Center	Leominster	4.41	4.21	4.18	4.00	4.20	4.22	3.88	3.97	3.83	3.90	4.03	4.19	3.93	4.07	4.00	4.14	82	18
Kimball Farms Nursing Care Center	Lenox	4.39	4.28	4.13	4.11	4.11	4.20	4.27	4.14	3.67	3.86	4.24	4.20	3.94	3.91	4.12	4.18	94	6
Kimwell	Fall River	NA	4.28	NA	4.26	NA	4.27	NA	4.34	NA	4.01	NA	4.09	NA	3.92	NA	4.12	93	7
Kirkwood Nursing Home	Wakefield	NA	4.54	NA	4.38	NA	4.49	NA	4.22	NA	4.07	NA	4.37	NA	4.42	NA	4.31	100	0
Knollwood Nursing Center	Worcester	4.39	4.25	4.29	4.10	4.29	4.21	4.52	4.44	3.90	3.71	4.16	3.97	3.91	3.87	4.19	4.11	95	5
Lakeview House Nursing Home	Haverhill	NA	4.05	NA	4.05	NA	4.10	NA	3.41	NA	3.63	NA	4.08	NA	4.03	NA	4.03	80	20
Lanessa Extended Care Facility	Webster	NA	4.29	NA	4.02	NA	4.25	NA	4.05	NA	3.77	NA	4.02	NA	4.07	NA	4.03	94	6
Lasell House	Newton	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Laurel Lake Nursing & Rehab Center	Lee	4.45	4.27	4.14	4.13	4.14	4.12	4.37	4.13	3.93	3.97	4.17	3.99	4.17	3.92	4.11	4.00	90	10
Laurel Ridge Rehab & Nursing Center	Jamaica Plain	NA	2.67	NA	2.82	NA	3.20	NA	3.23	NA	2.99	NA	3.12	NA	3.32	NA	3.27	42	58
Lawrence Manor Nursing Home	Lynn	NA	3.75	NA	3.67	NA	4.28	NA	3.88	NA	3.86	NA	4.03	NA	4.01	NA	4.14	90	10
Ledgewood Rehab & Skilled Nursing Center	Beverly	NA	4.29	NA	4.07	NA	4.22	NA	4.24	NA	3.60	NA	3.89	NA	3.99	NA	4.04	96	4
Lexington Health Care Center	Lexington	4.08	3.57	3.96	3.48	4.05	3.75	3.87	3.83	3.56	3.11	3.73	3.64	3.67	3.44	3.94	3.67	66	34
Liberty Commons Nurs & Rehab Center	North Chatham	4.47	4.72	4.30	4.54	4.31	4.47	4.40	4.45	4.12	4.31	4.21	4.39	4.11	4.37	4.17	4.40	98	2
Life Care Center Of Acton	Acton	4.04	3.71	3.98	3.73	4.05	3.71	3.98	3.95	3.73	3.76	3.88	3.81	3.97	3.83	4.01	3.85	74	26
Life Care Center Of Attleboro	Attleboro	4.28	4.43	4.12	4.23	4.18	4.23	4.10	4.21	3.91	3.98	4.03	4.26	3.95	4.27	4.15	4.12	96	4
Life Care Center Of Auburn	Auburn	4.17	4.21	4.02	3.98	4.12	4.08	4.25	4.29	3.77	3.92	4.10	4.28	3.84	4.01	3.97	4.08	92	8

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Life Care Center Of Leominster	Leominster	3.70	3.77	3.50	3.60	3.81	3.96	3.48	3.62	3.53	3.85	3.72	3.65	3.58	4.03	3.70	3.91	83	17
Life Care Center Of Merrimack Valley	North Billerica	4.10	4.12	3.96	3.96	4.15	4.20	3.99	4.06	3.63	3.73	4.09	4.17	3.87	3.85	4.03	4.03	86	14
Life Care Center Of Nashoba Valley	Littleton	4.46	4.34	4.31	4.14	4.39	4.25	4.27	4.08	4.01	4.00	4.14	4.25	4.10	4.04	4.20	4.14	94	6
Life Care Center Of North Shore	Lynn	3.98	4.08	3.76	3.92	3.81	3.80	4.00	3.90	3.65	3.69	3.97	3.83	3.72	3.74	4.00	3.86	85	15
Life Care Center Of Plymouth	Plymouth	4.44	4.11	4.31	3.94	4.31	3.99	4.32	4.07	3.85	3.75	4.24	4.10	4.10	3.93	4.17	4.03	93	7
Life Care Center Of Raynham	Raynham	4.30	4.30	4.02	4.16	4.21	4.14	4.32	4.21	4.07	4.03	4.03	3.96	4.01	3.86	4.13	4.15	94	6
Life Care Center Of South Shore	Scituate	4.47	4.26	4.28	4.10	4.36	4.25	4.08	3.84	3.96	3.89	4.20	4.11	4.02	3.90	4.22	4.03	96	4
Life Care Center Of Stoneham	Stoneham	4.33	4.28	4.19	4.14	4.20	4.15	4.29	4.23	3.84	3.93	3.99	4.02	3.69	3.75	4.13	4.09	93	8
Life Care Center Of West Bridgewater	West Bridgewater	4.42	4.52	4.20	4.36	4.12	4.29	4.26	4.31	4.03	4.02	4.19	4.25	4.09	4.10	4.16	4.23	98	2
Life Care Center Of Wilbraham	Wilbraham	4.29	4.41	4.11	4.35	4.16	4.32	4.21	4.20	4.02	4.33	4.10	4.27	3.93	4.25	4.09	4.22	94	6
Lighthouse Nursing Care Center	Revere	4.69	4.63	4.60	4.49	4.56	4.50	4.40	4.37	4.37	4.28	4.45	4.45	4.27	4.16	4.36	4.47	95	5
Linda Manor Extended Care Facility	Leeds	4.25	4.29	4.00	4.08	4.03	4.15	4.16	4.29	3.53	3.56	4.04	4.08	3.90	3.97	3.97	4.03	95	5
Longmeadow Of Taunton	Taunton	NA	4.56	NA	4.41	NA	4.31	NA	4.39	NA	3.99	NA	4.11	NA	4.02	NA	4.27	96	4
Loomis House Nursing Center	Holyoke	4.57	4.53	4.36	4.38	4.46	4.35	4.42	4.23	3.88	3.82	4.27	4.14	4.18	4.19	4.26	4.17	91	9
Lowell Health Care Center	Lowell	4.33	4.26	4.11	4.07	4.31	4.27	3.80	3.80	3.71	3.72	3.99	3.93	3.90	3.89	4.11	3.97	86	14
Lutheran Home Of Worcester, Inc.	Worcester	4.31	4.43	4.18	4.35	4.39	4.40	3.89	3.96	4.01	4.08	4.15	4.25	4.19	3.90	4.14	4.25	95	5
Lydia Taft House	Uxbridge	4.32	4.36	4.23	4.09	4.18	4.17	4.37	4.30	3.96	3.66	4.20	4.26	4.01	3.88	4.22	4.02	91	9
Madonna Manor Nursing Home	North Attleboro	4.55	4.56	4.41	4.43	4.41	4.47	4.14	4.12	4.01	4.04	4.37	4.36	4.00	4.04	4.32	4.38	99	1
Maples Rehabilitation & Nursing Center	Wrentham	4.40	4.54	4.18	4.40	4.36	4.40	4.36	4.38	3.81	4.06	4.12	4.27	4.17	4.20	4.11	4.26	97	3

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Marathon Healthcare Center Of Springfield	Springfield	4.17	3.90	4.10	3.85	3.91	4.00	4.12	3.80	3.64	3.81	3.96	3.79	4.01	3.69	3.85	3.84	82	18
Marian Manor	South Boston	4.53	4.49	4.39	4.40	4.40	4.40	4.40	4.42	3.97	4.07	4.30	4.33	4.09	4.04	4.24	4.35	97	3
Marian Manor Of Taunton	Taunton	4.30	4.36	4.22	4.27	4.32	4.42	4.04	4.10	4.10	4.14	4.25	4.36	4.17	4.14	4.31	4.43	92	8
Marie Esther Health Center, Inc.	Marlborough	4.88	NA	4.63	NA	4.89	NA	4.86	NA	4.35	NA	4.95	NA	4.72	NA	4.69	NA	NA	NA
Marina Bay Skilled Nursing & Rehab Center	Quincy	4.37	4.47	4.27	4.34	4.18	4.33	4.44	4.44	4.12	4.10	4.19	4.25	4.01	4.09	4.20	4.30	98	2
Maristhill Nursing & Rehab Center	Waltham	4.42	4.25	4.27	4.00	4.19	4.20	4.32	4.26	3.96	3.95	4.02	4.05	3.86	3.97	4.13	4.10	95	5
Marlborough Hills Healthcare Center	Marlborough	NA	3.86	NA	3.82	NA	3.95	NA	3.73	NA	3.55	NA	3.68	NA	3.73	NA	3.74	77	23
Marquardt Nursing Center	Waltham	NA	5.00	NA	4.83	NA	4.74	NA	4.58	NA	4.56	NA	4.76	NA	4.00	NA	4.69	100	0
Mary Ann Morse Nursing & Rehab Center	Natick	4.50	4.20	4.29	3.96	4.32	4.08	4.43	4.32	4.11	3.78	4.38	4.02	4.11	3.80	4.32	4.05	94	6
Mary Lyon Skilled Care Center	Hampden	NA	4.33	NA	4.29	NA	4.22	NA	3.85	NA	4.01	NA	4.29	NA	4.22	NA	4.31	95	5
Masconomet Healthcare Center	Topsfield	4.73	4.68	4.55	4.48	4.63	4.51	4.65	4.62	4.26	4.13	4.47	4.41	4.36	4.12	4.43	4.44	100	0
Mayflower Place Nursing Center	West Yarmouth	4.34	4.40	4.23	4.24	4.15	4.31	4.21	4.21	3.74	4.05	4.05	4.11	3.78	4.03	3.97	4.27	96	4
Mcfadden Memorial Manor	Malden	4.60	4.52	4.44	4.48	4.46	4.42	4.17	4.08	4.22	4.17	4.60	4.61	4.45	4.23	4.29	4.30	96	4
Meadow Green Nursing Home	Waltham	4.43	4.38	4.26	4.24	4.20	4.27	4.36	4.37	3.87	4.03	4.17	4.22	4.03	3.89	4.16	4.27	95	5
Medway Country Manor Skilled Nursing & Rehab	Medway	4.37	4.41	4.11	4.27	4.35	4.28	4.28	4.23	3.75	3.81	4.28	4.27	4.16	3.88	4.16	4.20	93	7
Methuen Health & Rehabilitation Center	Methuen	NA	3.85	NA	3.76	NA	4.02	NA	3.62	NA	3.65	NA	3.99	NA	3.71	NA	3.84	83	17
Mi Nursing/Restorative Center, Inc.	Lawrence	4.34	4.46	4.23	4.31	4.32	4.41	4.19	4.38	3.91	3.94	4.11	4.25	3.96	4.07	4.19	4.28	96	4
Middleboro Skilled Care Center	Middleborough	4.05	4.05	3.74	3.68	4.04	4.04	3.88	3.85	3.51	3.32	3.94	3.89	4.02	3.85	4.02	3.97	86	14
Millbury Health Care Center	Millbury	3.71	4.05	3.51	4.00	3.82	4.05	3.76	4.06	3.61	3.91	3.54	3.79	3.44	3.79	3.79	3.97	87	13

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Milton Health Care	Milton	NA	3.73	NA	3.62	NA	3.78	NA	3.75	NA	3.51	NA	3.63	NA	3.48	NA	3.72	68	32
Milton Hospital TCU	Milton	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Mont Marie Health Care Center, Inc.	Holyoke	4.64	4.63	4.61	4.65	4.57	4.51	4.53	4.50	4.35	4.30	4.52	4.50	4.43	4.38	4.67	4.59	97	3
Mt Greylock Extended Care Facility	Pittsfield	4.49	4.36	4.31	4.17	4.33	4.16	4.30	4.15	4.10	3.96	4.25	4.14	4.04	3.97	4.31	4.14	98	2
Mt Saint Vincent Nursing Home	Holyoke	4.35	4.47	4.10	4.38	4.14	4.36	4.16	4.38	3.90	4.10	4.19	4.38	4.07	4.16	4.15	4.39	97	3
Nemasket Healthcare Center	Middleboro	4.37	4.41	4.14	4.27	4.17	4.32	4.43	4.41	3.84	3.94	4.18	4.17	4.04	4.19	4.16	4.24	100	0
Neville Center At Fresh Pond For Nursing And Rehab	Cambridge	3.94	4.11	3.80	4.00	3.91	3.99	4.38	4.19	3.75	3.65	4.06	4.39	3.81	3.88	4.13	3.99	87	13
Nevens Nursing & Rehab Centre	Methuen	4.54	4.45	4.38	4.26	4.38	4.31	4.30	4.23	4.05	3.69	4.28	4.30	3.95	3.86	4.26	4.21	94	6
New Bedford Health Care Center	New Bedford	4.14	4.10	4.05	3.88	4.11	4.13	4.32	4.23	3.90	3.67	4.07	3.99	3.77	3.70	4.11	4.07	96	4
New Bedford Jewish Conv. Home, Inc.	New Bedford	4.31	4.39	4.15	4.27	4.37	4.41	4.34	4.26	4.11	3.82	4.40	4.43	4.17	4.10	4.28	4.26	100	0
New Eng Homes For The Deaf, Inc.	Danvers	4.62	4.63	4.52	4.37	4.46	4.32	4.73	4.59	3.95	3.83	4.28	4.36	3.96	3.94	4.36	4.22	95	5
New England Pediatric Care	North Billerica	NA	4.50	NA	4.29	NA	4.40	NA	4.31	NA	4.21	NA	4.18	NA	4.32	NA	4.23	100	0
Newfield House Convalescent Home	Plymouth	NA	4.86	NA	4.80	NA	4.76	NA	4.81	NA	4.67	NA	4.78	NA	4.75	NA	4.79	100	0
Newton & Wellesley Alzheimer Center	Wellesley	NA	4.40	NA	4.03	NA	4.29	NA	4.08	NA	3.71	NA	4.17	NA	4.25	NA	4.22	97	3
Newton Health Care Center	Newton	3.83	3.71	3.69	3.60	3.86	3.75	3.81	3.90	3.55	3.70	3.54	3.65	3.80	3.54	3.75	3.76	77	23
North Adams Commons Nursing & Rehab Center	North Adams	4.00	3.92	3.79	3.82	3.96	4.07	3.86	3.85	3.76	3.77	3.95	3.77	3.67	3.86	4.01	4.01	78	22
North End Rehab & Nursing Center	Boston	NA	3.83	NA	3.79	NA	3.87	NA	3.71	NA	3.75	NA	3.99	NA	3.67	NA	3.82	77	23

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Northampton Rehab & Nursing Center	Northampton	NA	4.05	NA	4.02	NA	4.11	NA	3.94	NA	3.78	NA	4.06	NA	4.06	NA	4.06	86	14
Norwell Knoll Rehabilitation And Nursing Center	Norwell	4.49	4.59	4.32	4.49	4.41	4.53	4.31	4.37	4.17	3.94	4.45	4.56	4.46	4.49	4.35	4.42	100	0
Notre Dame Long Term Care Center	Worcester	4.79	4.89	4.73	4.73	4.69	4.76	4.73	4.74	4.46	4.45	4.62	4.71	4.48	4.61	4.64	4.65	99	1
Oak Knoll Healthcare Center	Framingham	4.42	3.98	4.26	3.82	4.25	3.94	4.38	4.22	3.98	3.53	4.00	3.85	3.97	3.75	4.10	3.88	88	12
Oakdale Rehab & Skilled Nursing Center	West Boylston	4.19	4.33	4.00	4.24	4.12	4.36	4.00	4.16	4.05	4.30	4.20	4.32	3.95	4.25	4.04	4.26	93	7
Oakwood Rehab & Nursing Center	Webster	NA	3.91	NA	3.86	NA	3.94	NA	3.58	NA	3.54	NA	3.80	NA	3.92	NA	3.88	75	25
Odd Fellows Home Of Mass, Inc.	Worcester	NA	4.32	NA	4.18	NA	4.26	NA	4.03	NA	4.16	NA	4.03	NA	3.96	NA	4.17	96	4
Orleans Convalescent Home	Orleans	4.88	NA	4.50	NA	4.64	NA	4.75	NA	3.95	NA	4.65	NA	4.41	NA	4.57	NA	NA	NA
Our Island Home	Nantucket	4.40	4.73	4.30	4.68	4.24	4.59	4.18	4.55	4.02	4.41	4.25	4.63	4.05	4.43	4.20	4.53	95	5
Our Lady's Haven	Fairhaven	4.49	4.56	4.39	4.44	4.44	4.50	4.26	4.30	3.89	4.12	4.33	4.41	3.87	4.15	4.36	4.45	96	4
Overlook Masonic Health Center	Charlton	NA	4.73	NA	4.59	NA	4.55	NA	4.65	NA	4.10	NA	4.33	NA	4.28	NA	4.48	100	0
Palm Manor	Chelmsford	4.06	4.37	3.90	4.07	4.08	4.27	3.92	3.84	3.96	3.85	3.81	3.94	3.70	3.66	3.93	4.06	93	7
Palmer Healthcare Center	Palmer	NA	4.16	NA	4.13	NA	4.23	NA	3.74	NA	3.69	NA	4.18	NA	4.05	NA	4.00	96	4
Park Ave Nursing & Rehab Center	Arlington	4.57	4.09	4.36	3.91	4.16	3.91	4.25	3.95	4.00	3.91	4.28	3.92	4.15	3.87	4.17	3.80	90	10
Park Place	Hyde Park	4.12	4.38	3.94	4.08	4.12	4.42	4.04	4.17	3.48	3.93	4.10	4.08	3.76	4.18	3.96	4.13	90	10
Park View Rehabilitation & Nursing Center	Springfield	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Parkwell	Hyde Park	3.95	3.55	3.86	3.57	3.94	3.75	3.79	3.58	3.50	3.31	3.98	3.73	3.57	3.73	3.94	3.63	68	32
Parsons Hill Nursing & Rehab Center	Worcester	NA	3.79	NA	3.69	NA	3.95	NA	3.64	NA	3.59	NA	3.69	NA	3.39	NA	3.75	72	28
Peabody Glen Health Care Center	Peabody	3.98	3.74	3.82	3.58	3.92	3.82	3.97	3.89	3.75	3.69	3.87	3.78	3.67	3.59	3.87	3.80	74	26

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Penacock Place, Inc.	Haverhill	4.49	4.57	4.39	4.41	4.34	4.39	4.15	4.22	3.99	3.99	4.39	4.48	4.12	4.00	4.29	4.34	99	1
Phillips Manor Nursing Home	Lynn	NA	4.59	NA	4.53	NA	4.60	NA	4.45	NA	4.35	NA	4.55	NA	4.53	NA	4.60	93	7
Piety Corner Nursing Home	Waltham	NA	3.69	NA	3.75	NA	3.75	NA	3.44	NA	3.22	NA	3.85	NA	3.83	NA	3.78	67	33
Pilgrim Rehab & Skilled Nursing Center	Peabody	3.92	3.91	3.80	3.79	3.93	3.86	3.71	3.86	3.45	3.60	3.86	3.87	3.79	3.68	3.93	3.91	86	14
Pine Knoll Nursing Center	Lexington	NA	4.27	NA	4.15	NA	4.26	NA	3.82	NA	4.04	NA	4.18	NA	3.99	NA	4.13	88	12
Pleasant Bay Nursing & Rehab Center	Brewster	4.71	4.77	4.66	4.47	4.57	4.61	4.57	4.64	4.31	4.42	4.35	4.45	4.51	4.57	4.39	4.44	100	0
Poet's Seat Health Care Center	Greenfield	NA	4.06	NA	3.76	NA	4.03	NA	3.63	NA	3.75	NA	3.98	NA	3.91	NA	3.97	91	9
Pond Home	Wrentham	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Pond View Nursing Facility	Jamaica Plain	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Pope Nursing Home	Weymouth	4.48	4.44	4.35	4.11	4.52	4.18	4.49	4.40	4.02	3.95	4.26	4.18	4.34	4.19	4.20	4.08	91	9
Port Healthcare Center	Newburyport	4.07	4.39	3.85	4.24	4.25	4.26	3.92	4.00	3.63	3.70	4.05	4.04	4.10	4.09	3.96	4.15	97	3
Prescott House	North Andover	4.45	4.47	4.39	4.29	4.35	4.28	4.37	4.39	3.87	3.85	4.23	4.19	3.92	3.78	4.21	4.18	96	4
Presentation Nursing & Rehab Center	Brighton	NA	3.95	NA	4.16	NA	4.09	NA	3.96	NA	3.61	NA	4.00	NA	4.02	NA	3.96	76	24
Providence Care Center Of Lenox	Lenox	4.66	4.60	4.47	4.35	4.42	4.35	4.46	4.28	4.03	4.10	4.47	4.42	4.18	4.19	4.30	4.38	100	0
Quabbin Valley Healthcare	Athol	NA	4.27	NA	4.17	NA	4.29	NA	4.16	NA	4.10	NA	4.25	NA	4.13	NA	4.19	94	6
Quaboag On The Common	West Brookfield	4.33	4.33	4.18	4.11	4.31	4.23	4.16	4.04	3.95	3.85	4.22	4.32	4.14	4.12	4.18	4.11	92	8
Queen Anne Nursing Home, Inc.	Hingham	NA	4.16	NA	4.11	NA	4.08	NA	4.22	NA	3.68	NA	4.02	NA	3.99	NA	4.06	86	14
Quincy Rehabilitation & Nursing	Quincy	NA	3.71	NA	3.60	NA	3.83	NA	3.56	NA	3.48	NA	3.63	NA	3.74	NA	3.61	77	23
Radius Healthcare & Pedi Center Plymouth	Plymouth	4.18	4.26	4.08	4.19	4.23	4.31	3.93	4.02	3.80	4.01	4.06	4.18	3.57	3.89	4.00	4.06	95	5
Radius Healthcare Center @ Braintree	Braintree	NA	3.89	NA	3.79	NA	3.77	NA	4.04	NA	3.66	NA	3.88	NA	3.54	NA	3.84	86	14

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Radius Healthcare Center @ Danvers	Danvers	4.08	4.00	3.97	3.94	4.10	4.01	4.09	3.94	3.54	3.69	3.90	3.77	3.91	3.92	4.06	3.96	82	18
Radius Healthcare Center @ Millbury	Millbury	NA	4.00	NA	3.87	NA	4.07	NA	3.93	NA	3.68	NA	3.94	NA	3.79	NA	4.01	83	17
Radius Healthcare Center @ Southbridge	Southbridge	NA	4.25	NA	4.11	NA	4.22	NA	3.92	NA	3.87	NA	3.88	NA	3.84	NA	4.06	96	4
Radius Healthcare Center @ Worcester	Worcester	4.17	3.98	4.02	3.83	4.22	4.06	4.13	3.91	3.82	3.69	3.92	3.76	3.89	3.78	4.03	3.95	84	16
Radius Northwood Healthcare Center	Lowell	NA	4.37	NA	4.22	NA	4.25	NA	4.04	NA	3.83	NA	4.07	NA	3.95	NA	4.10	98	2
Rainbow Nursing Center	Peabody	4.67	4.61	4.52	4.59	4.58	4.53	4.30	4.25	4.11	4.01	4.52	4.54	4.56	4.39	4.46	4.45	100	0
Redstone Rehabilitation Nursing Center	East Longmeadow	4.06	3.68	3.85	3.67	4.08	3.90	3.96	3.78	3.63	3.45	3.88	3.65	3.81	3.55	3.88	3.62	74	26
Reeds Landing Health Center	Springfield	NA	4.75	NA	4.63	NA	4.60	NA	4.63	NA	4.22	NA	4.59	NA	4.48	NA	4.64	100	0
Renaissance Gardens At Brooksby Village	Peabody	4.11	4.17	4.00	4.04	4.06	4.07	4.48	4.39	3.91	3.79	4.07	4.06	3.96	4.07	4.27	4.18	85	15
Renaissance Manor Of Westfield	Westfield	4.21	4.39	4.00	4.18	4.24	4.22	3.99	4.05	4.05	4.19	4.03	4.20	4.03	4.03	4.03	4.14	93	7
Renaissance Manor On Cabot	Holyoke	NA	4.19	NA	4.00	NA	4.21	NA	4.21	NA	3.95	NA	3.99	NA	4.03	NA	4.07	90	10
Resident Care Rehab & Nursing Center	Framingham	NA	4.00	NA	3.90	NA	4.29	NA	3.90	NA	3.63	NA	4.40	NA	4.11	NA	4.16	80	20
River Terrace Healthcare	Lancaster	NA	4.18	NA	3.94	NA	4.06	NA	3.76	NA	3.57	NA	4.00	NA	3.86	NA	3.95	93	7
Riverbend Of South Natick	South Natick	3.86	4.48	3.82	4.30	3.86	4.37	3.99	4.26	3.81	4.14	3.93	4.24	3.75	4.07	3.93	4.15	96	4
Rivercrest Long Term Care Facility	Concord	4.13	4.41	3.93	4.18	3.99	4.23	4.10	3.94	3.74	4.08	3.84	4.02	3.92	3.98	4.01	4.21	97	3
Roscommon Extended Care Center	Mattapan	NA	3.28	NA	3.15	NA	3.84	NA	3.67	NA	3.25	NA	3.55	NA	3.69	NA	3.52	68	32
Roscommon On The Parkway	West Roxbury	NA	3.66	NA	3.70	NA	3.83	NA	3.37	NA	3.39	NA	3.60	NA	3.47	NA	3.73	79	21
Roscommon West Roxbury	West Roxbury	NA	4.20	NA	4.07	NA	4.17	NA	3.97	NA	3.92	NA	3.98	NA	3.81	NA	4.17	100	0

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Rosewood Nursing & Rehab Center	Peabody	4.41	4.54	4.11	4.25	4.26	4.33	4.33	4.36	3.99	4.00	4.22	4.21	4.06	4.01	4.15	4.27	96	4
Royal Megansett Nursing & Retirement Home	North Falmouth	4.50	4.50	4.50	4.40	4.47	4.45	4.49	4.46	4.13	4.05	4.44	4.33	4.14	4.09	4.28	4.34	96	4
Royal Nursing Center, LLC	Falmouth	4.18	4.19	4.16	4.02	4.12	4.06	4.10	4.00	3.75	3.92	4.13	3.91	3.85	4.02	4.00	4.04	94	6
Royal Of Fairhaven Nursing Ctr	Fairhaven	NA	4.22	NA	4.22	NA	4.31	NA	4.23	NA	4.12	NA	4.09	NA	4.11	NA	4.22	84	16
Sachem Skilled Nursing & Rehab Center	East Bridgewater	NA	4.22	NA	4.04	NA	4.11	NA	3.97	NA	3.84	NA	3.85	NA	3.98	NA	4.11	100	0
Sacred Heart Nursing Home	New Bedford	4.35	4.41	4.18	4.28	4.27	4.34	4.22	4.25	3.96	3.86	4.27	4.28	4.05	3.99	4.22	4.22	96	4
Saint Francis Home	Worcester	NA	3.99	NA	3.98	NA	4.14	NA	4.02	NA	4.02	NA	4.00	NA	3.99	NA	4.15	84	16
Samuel Marcus Nursing Home	Weymouth	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Sancta Maria Nursing Facility	Cambridge	4.34	4.20	4.24	4.07	4.28	4.17	4.33	4.25	3.89	3.87	4.31	4.12	4.13	3.88	4.26	4.14	94	6
Sarah Brayton Nursing Care Center	Fall River	4.27	4.44	4.17	4.43	4.20	4.39	4.27	4.42	3.85	4.07	4.12	4.30	3.96	4.01	4.08	4.31	97	3
Savoy Nursing & Rehab Center	New Bedford	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Se Massachusetts Health & Rehab Center	New Bedford	NA	4.09	NA	3.95	NA	4.01	NA	3.91	NA	3.95	NA	4.01	NA	3.89	NA	4.02	80	20
Sea View Retreat	Rowley	NA	4.50	NA	4.41	NA	4.43	NA	4.34	NA	4.05	NA	4.55	NA	4.27	NA	4.28	97	3
Seacoast Nursing & Rehabilitation Center, Inc.	Gloucester	NA	4.44	NA	4.26	NA	4.30	NA	4.21	NA	3.96	NA	4.19	NA	3.99	NA	4.18	100	0
Serenity Hill Nursing & Rehab Center	Wrentham	NA	3.81	NA	3.67	NA	3.96	NA	3.73	NA	3.40	NA	4.00	NA	3.75	NA	3.80	80	20
Seven Hills Extended Care @ Groton	Groton	4.53	4.47	4.53	4.49	4.43	4.42	3.74	4.47	4.23	4.12	4.39	4.45	4.19	4.25	4.33	4.22	91	9
Shaughnessy Kaplan Rehab TCU	Salem	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Sherrill House, Inc.	Jamaica Plain	4.29	4.33	4.17	4.21	4.14	4.28	3.97	4.46	3.99	3.96	3.93	4.09	3.97	3.95	3.94	4.09	96	4
Shrewsbury Nursing & Rehab Center	Shrewsbury	NA	4.13	NA	4.00	NA	4.05	NA	3.95	NA	4.05	NA	4.05	NA	3.91	NA	3.98	88	13

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Sippican Long Term Healthcare Center	Marion	4.47	4.71	4.30	4.54	4.24	4.46	4.52	4.65	3.97	4.19	4.23	4.42	4.10	4.32	4.28	4.45	100	0
Sisters Of Providence Infirmary	Holyoke	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Soldiers' Home In Mass	Chelsea	4.56	4.52	4.36	4.41	4.37	4.50	4.18	4.13	4.07	4.11	4.39	4.56	4.10	4.41	4.23	4.37	98	2
Somerset Ridge Center	Somerset	4.52	4.61	4.39	4.48	4.47	4.52	4.54	4.59	4.08	4.03	4.34	4.39	4.32	4.26	4.35	4.44	97	3
South Cove Manor Nursing Home	Boston	4.30	4.49	4.15	4.41	4.21	4.45	4.10	4.39	3.99	4.17	4.27	4.39	4.12	4.41	4.14	4.40	98	2
South Shore Rehab & Skilled Nursing Center	Rockland	NA	4.16	NA	4.04	NA	3.98	NA	4.03	NA	3.61	NA	3.79	NA	3.69	NA	3.85	96	4
Southeast Rehab & Skilled Care Center	North Easton	NA	4.00	NA	3.89	NA	4.01	NA	4.22	NA	3.62	NA	3.91	NA	3.77	NA	4.09	90	10
Southpointe Rehabilitation And Skilled Care Center	Fall River	4.24	4.34	4.09	4.17	4.18	4.24	4.31	4.29	4.03	4.07	4.03	4.10	3.83	4.00	4.13	4.13	95	5
Southwood At Norwell Nursing Center	Norwell	4.40	3.86	4.17	3.45	4.13	3.78	4.38	4.09	3.73	3.42	4.08	3.83	3.87	3.72	4.06	3.74	82	18
Springside Of Pittsfield LTC Facility	Pittsfield	4.15	3.74	4.02	3.49	4.10	3.83	4.04	3.80	3.76	3.59	4.03	3.75	3.83	3.81	4.05	3.82	88	12
St Anne's Hospital Trans Care Unit	Fall River	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
St Camillus Health Center	Whitinsville	4.62	4.64	4.49	4.45	4.56	4.49	4.35	4.35	4.29	4.45	4.41	4.42	4.11	4.20	4.39	4.43	97	3
St Elizabeths Medical Center TCU	Brighton	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
St Joseph Manor Nursing Home	Brockton	4.56	4.44	4.40	4.17	4.35	4.23	4.41	4.35	4.14	4.12	4.24	4.21	4.11	3.84	4.32	4.24	90	10
St Joseph Rehab & Nursing Center	Dorchester	NA	3.79	NA	3.71	NA	3.74	NA	3.70	NA	3.50	NA	3.69	NA	3.51	NA	3.63	71	29
St Mary Health Care Center	Worcester	4.51	4.24	4.35	4.14	4.37	4.32	4.31	4.33	4.06	4.02	4.18	4.17	4.11	4.16	4.36	4.28	86	14
St Patricks Manor	Framingham	4.63	4.60	4.50	4.40	4.46	4.40	4.51	4.37	4.12	4.07	4.39	4.34	4.25	4.22	4.48	4.38	97	3
Sterling Healthcare Nursing & Rehab Center	Sterling	4.31	4.28	4.19	4.03	4.06	4.14	4.51	4.38	3.90	3.74	4.10	3.94	3.85	4.02	4.09	4.06	95	5

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Stonehedge Rehab & Skilled Care Center	West Roxbury	NA	3.96	NA	3.85	NA	3.99	NA	3.59	NA	3.36	NA	3.97	NA	4.05	NA	3.95	73	27
Sudbury Pines Extended Care	Sudbury	4.22	3.87	4.03	3.96	4.21	4.03	3.94	3.68	3.80	3.64	3.95	3.80	4.06	3.89	3.99	3.84	84	16
Sunbridge Care & Rehab - Broadway	Methuen	NA	4.40	NA	4.31	NA	4.38	NA	3.77	NA	3.87	NA	4.23	NA	3.80	NA	4.09	86	14
Sunbridge Care & Rehab - Colonial Heights	Lawrence	3.97	NA	3.93	NA	3.96	NA	3.54	NA	3.62	NA	3.87	NA	3.63	NA	3.85	NA	NA	NA
Sunbridge Care & Rehab - Hammond House	Worcester	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Sunbridge Care & Rehab - Sandalwood	Oxford	3.81	3.65	3.75	3.47	4.04	4.06	3.59	3.54	3.32	3.66	3.76	3.85	3.75	3.81	3.74	3.95	60	40
Sunbridge Care & Rehab - Spring Valley	Worcester	3.94	3.87	3.75	3.93	4.02	4.00	3.76	3.71	3.72	3.48	3.76	3.79	3.75	3.93	4.00	3.96	69	31
Sunbridge Care & Rehab - Wood Mill	Lawrence	NA	3.92	NA	4.08	NA	4.00	NA	3.72	NA	3.62	NA	3.93	NA	3.52	NA	3.78	82	18
Sunbridge Care & Rehab For Hadley @ Elaine	Hadley	4.10	4.25	3.82	4.15	4.00	4.19	4.04	4.10	3.55	3.75	3.88	3.86	3.54	3.79	3.92	4.03	96	4
Sunbridge Care & Rehab For Milford	Milford	4.13	4.22	4.00	4.15	4.15	4.15	4.04	4.10	3.66	3.85	4.05	4.06	3.66	3.89	4.07	4.07	94	6
Sunbridge Care & Rehab For N Reading	North Reading	4.13	4.11	4.04	3.91	4.06	4.17	4.05	4.06	3.36	3.67	3.72	3.82	3.62	3.69	3.91	4.04	89	11
Sunbridge Care Center - Glenwood	Lowell	4.12	4.16	4.12	4.00	4.34	4.10	3.85	3.65	3.87	3.63	4.00	3.93	3.75	3.95	4.04	3.95	78	22
Sunny Acres Nursing Home, Inc.	Chelmsford	4.53	4.53	4.40	4.27	4.42	4.36	4.33	4.31	4.00	3.85	4.30	4.15	4.10	4.08	4.34	4.27	100	0
Sutton Hill Center	North Andover	4.63	4.46	4.58	4.40	4.45	4.40	4.51	4.42	4.19	4.13	4.42	4.25	3.87	3.82	4.32	4.28	96	4
Sweet Brook Transitional Care & Living Centers	Williamstown	NA	4.08	NA	3.81	NA	4.11	NA	4.13	NA	3.82	NA	4.04	NA	3.65	NA	4.06	90	10
Taber Street Nursing & Rehab Center	New Bedford	4.67	4.41	4.40	4.19	4.37	4.19	4.39	4.26	4.20	3.94	4.43	4.14	4.15	3.99	4.29	4.01	93	7
Taunton Nursing Home	Taunton	4.39	4.33	4.18	4.22	4.32	4.41	4.25	4.21	4.22	4.06	4.44	4.21	4.10	4.11	4.35	4.29	91	9

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
The Baker-Katz Nursing Home	Haverhill	NA	4.28	NA	4.24	NA	4.32	NA	3.83	NA	4.10	NA	4.10	NA	3.84	NA	4.18	86	14
The Berkeley Retirement Home	Lawrence	4.77	NA	4.62	NA	4.54	NA	4.59	NA	4.54	NA	4.58	NA	4.52	NA	4.61	NA	NA	NA
The Boston Center For Rehab Subacute Care	Roslindale	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
The Boston Home, Inc.	Boston	4.28	4.74	3.95	4.52	4.02	4.45	4.30	4.54	4.01	4.47	4.10	4.49	3.82	4.15	4.12	4.48	100	0
The Duxbury House Nursing Home	Duxbury	4.56	4.53	4.56	4.50	4.56	4.62	4.08	4.28	3.91	3.97	4.47	4.47	4.38	4.23	4.40	4.60	93	7
The Ellis Nursing Home	Norwood	4.29	3.71	4.06	3.52	4.16	3.95	4.15	3.81	3.89	3.57	4.07	3.79	3.90	3.55	4.10	3.97	90	10
The Guardian Center	Brockton	4.33	4.28	4.24	4.21	4.08	4.23	3.92	4.16	4.00	3.90	3.92	4.10	3.94	4.10	4.11	4.23	96	4
The Highlands	Fitchburg	4.28	4.03	4.03	3.76	4.23	4.14	4.06	4.05	3.82	3.71	4.03	3.96	3.97	3.79	4.03	4.03	90	10
The Lafayette Convalescent Home	Marblehead	NA	4.69	NA	4.51	NA	4.55	NA	4.21	NA	4.12	NA	4.38	NA	4.07	NA	4.38	100	0
The Leland Home	Waltham	4.83	4.69	4.70	4.77	4.61	4.74	4.64	4.78	4.46	4.60	4.64	4.68	4.35	4.77	4.60	4.77	100	0
The Leo P Lachance Center For Rehab & Nursing	Gardner	4.22	3.90	3.98	3.86	4.18	3.94	4.07	3.95	3.82	3.84	4.18	3.94	3.87	3.78	4.19	3.98	82	18
The Meadows	North Andover	NA	4.63	NA	4.24	NA	4.37	NA	4.26	NA	4.00	NA	4.26	NA	4.36	NA	4.26	100	0
The Meadows Rehab & Nursing Center	Rochdale	4.09	4.55	4.09	4.48	4.23	4.32	4.36	4.44	4.18	4.18	4.05	4.30	4.15	4.34	4.23	4.39	96	4
The Oakes	New Bedford	4.46	4.14	4.28	4.02	4.26	4.06	4.27	4.16	4.11	3.87	4.30	4.03	4.25	4.08	4.31	4.00	93	7
The Oxford	Haverhill	NA	3.88	NA	3.83	NA	3.96	NA	3.67	NA	3.90	NA	3.89	NA	3.87	NA	4.00	84	16
The Pavilion	Hyannis	NA	4.36	NA	4.07	NA	4.32	NA	3.97	NA	3.87	NA	4.21	NA	3.92	NA	4.19	100	0
The Skilled Nursing Facility @ North Hill	Needham	NA	4.59	NA	4.48	NA	4.45	NA	4.29	NA	3.96	NA	4.34	NA	4.53	NA	4.32	100	0
The Stone Institute	Newton	4.44	4.52	4.26	4.19	4.28	4.28	4.30	4.33	3.96	3.95	4.31	4.36	4.05	4.06	4.23	4.19	100	0
The Tremont Rehabilitation And Skilled Care Center	Wareham	NA	4.25	NA	4.14	NA	4.17	NA	4.01	NA	3.82	NA	4.04	NA	4.09	NA	4.18	97	3
Thomas Upham House	Medfield	4.84	4.89	4.68	4.62	4.71	4.68	4.49	4.61	4.42	4.35	4.48	4.55	4.34	4.48	4.62	4.56	92	8

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Timberlyn Heights Nursing & Alzheimers	Great Barrington	NA	4.23	NA	4.23	NA	4.36	NA	4.02	NA	3.81	NA	4.02	NA	4.04	NA	4.11	95	5
Tower Hill Center For Health & Rehab	Canton	3.92	3.97	3.81	3.72	3.96	4.02	3.93	3.95	3.43	3.64	3.86	3.88	3.54	3.71	3.77	3.80	83	17
Town & Country Nursing Center	Lowell	4.26	4.29	4.06	4.20	4.14	4.31	4.05	3.99	4.02	3.70	3.99	4.25	3.89	4.06	4.12	4.23	93	7
Trans Care Unit @ Hubbard Reg Hospital	Webster	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Trustee's Home For Aged Women	Worcester	NA	4.67	NA	4.53	NA	4.60	NA	4.79	NA	4.17	NA	4.59	NA	4.21	NA	4.66	94	6
Tuell Nursing Home	Melrose	NA	4.67	NA	4.67	NA	4.66	NA	4.46	NA	4.13	NA	4.55	NA	4.63	NA	4.49	100	0
University Commons Nursing Care Center	Worcester	4.24	4.46	4.13	4.29	4.18	4.30	4.16	4.34	3.74	4.00	3.84	4.06	3.58	3.82	4.03	4.22	98	2
Vernon Hall, Inc.	Cambridge	NA	3.92	NA	3.88	NA	4.09	NA	3.83	NA	3.59	NA	3.95	NA	4.02	NA	4.04	79	21
Victoria Haven Nursing Facility	Norwood	4.69	4.47	4.44	4.35	4.44	4.37	4.53	4.30	3.84	4.02	4.44	4.41	4.29	4.16	4.20	4.24	93	7
Waban Health & Rehabilitation, Inc.	Waban	NA	3.93	NA	3.89	NA	4.09	NA	3.91	NA	3.83	NA	3.82	NA	3.88	NA	4.04	92	8
Wachusett Extended Care Facility	Holden	NA	4.20	NA	4.05	NA	4.17	NA	3.76	NA	3.49	NA	4.08	NA	4.00	NA	3.91	95	5
Wachusett Manor	Gardner	4.38	4.20	4.23	4.14	4.36	4.18	4.21	4.03	4.05	3.74	4.16	3.95	4.23	4.09	4.18	4.07	90	10
Walden Rehabilitation & Nursing Center	Concord	NA	3.94	NA	3.82	NA	4.00	NA	3.87	NA	3.45	NA	3.68	NA	3.89	NA	3.80	88	13
Wayland Nursing & Rehab Center	Wayland	4.81	4.88	4.70	4.81	4.64	4.76	4.23	4.58	4.13	4.24	4.50	4.71	4.29	4.63	4.56	4.69	100	0
Webster Manor Nursing Home	Webster	NA	4.43	NA	4.33	NA	4.42	NA	4.09	NA	4.02	NA	4.19	NA	3.72	NA	4.17	99	1
West Acres Nursing Home & Rehab Center	Brockton	4.35	4.44	4.13	4.41	4.17	4.54	4.22	4.45	3.74	4.28	4.16	4.40	3.76	4.12	4.04	4.42	96	4
West Side House Long Term Care Facility	Worcester	3.96	3.65	3.88	3.63	4.09	3.78	3.76	3.34	3.51	3.28	3.97	3.68	3.89	3.58	3.96	3.76	54	46

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Westborough Health Care Center	Westborough	NA	4.13	NA	3.97	NA	4.08	NA	4.00	NA	3.54	NA	3.95	NA	4.15	NA	4.02	90	10
Westford House	Westford	3.85	4.17	3.62	3.97	3.83	4.06	4.03	4.17	3.56	3.70	3.71	4.06	3.39	3.84	3.94	4.03	93	7
Weymouth Health Care Center	Weymouth	4.18	4.09	3.98	3.96	3.93	4.01	4.27	4.22	3.64	3.68	3.89	3.91	3.80	3.78	3.99	3.97	86	14
William B. Rice Eventide Home	Quincy	4.90	4.80	4.78	4.71	4.79	4.70	4.80	4.69	4.56	4.39	4.80	4.58	4.61	4.54	4.80	4.65	98	2
Williamstown Commons Nursing & Rehab Center	Williamstown	3.97	4.02	3.82	3.96	4.12	4.04	3.90	3.82	3.72	3.65	3.96	3.90	3.67	3.58	4.04	3.94	91	9
Willimansett Center East	Chicopee	4.34	4.23	4.25	4.05	4.24	4.21	4.21	4.06	4.12	4.11	4.15	3.95	4.19	3.99	4.15	4.06	84	16
Willimansett Center West	Chicopee	4.29	4.28	4.16	4.13	4.23	4.23	4.05	4.14	3.98	3.93	4.03	4.10	3.94	3.88	4.04	4.00	95	5
Willow Manor	Lowell	4.16	4.13	4.11	4.08	4.04	4.14	3.96	4.08	3.50	3.72	4.00	4.03	3.48	3.74	4.01	4.14	91	9
Wilmington Health Care Center	Wilmington	4.15	3.91	3.96	3.74	4.12	4.10	4.03	3.94	3.82	3.64	3.79	3.75	3.90	3.73	3.82	3.89	83	17
Winchester Nursing Center, Inc.	Winchester	4.21	4.08	4.04	3.84	4.08	3.99	4.06	3.95	3.88	3.81	4.15	3.93	3.89	3.90	4.04	4.02	89	11
Windemere Nursing & Rehab Center On Martha's Vineyard	Oak Bluffs	4.59	4.57	4.56	4.35	4.40	4.32	4.44	4.31	3.98	3.97	4.39	4.31	4.07	4.21	4.39	4.33	96	4
Windsor Nursing & Retirement Home	South Yarmouth	4.22	4.27	4.16	4.17	4.25	4.28	4.01	4.18	4.11	4.00	4.17	4.20	4.07	3.95	4.16	4.12	88	12
Wingate @ East Longmeadow Rehab & Skilled Nursing	East Longmeadow	4.22	3.84	3.98	3.73	4.08	3.89	3.93	3.96	3.84	3.62	4.10	3.87	3.59	3.28	4.01	3.90	86	14
Wingate @ Lowell Rehab & Skilled Nursing	Lowell	4.33	4.05	4.24	3.91	4.23	4.11	4.11	3.95	4.02	3.72	4.13	3.99	4.02	3.84	4.13	3.96	80	20
Wingate @ Silv Lake Rehab & Skilled Nursing	Kingston	4.44	4.30	4.26	4.10	4.22	4.10	4.16	4.01	3.86	3.63	4.04	3.98	3.75	3.67	4.17	4.03	93	7
Wingate @ South Hadley Rehab & Skilled Nursing	South Hadley	4.02	4.15	3.88	3.96	4.06	3.98	4.18	4.17	3.88	3.68	3.94	3.78	3.89	3.90	3.89	3.91	89	11
Wingate @ Springfield Rehab & Skilled Nursing	Springfield	NA	4.05	NA	3.95	NA	4.01	NA	3.94	NA	3.65	NA	3.84	NA	3.91	NA	3.95	87	13

		Overall Satisfaction		Resident's Needs Met		Staff & Administration		Physical Aspects		Activities		Personal Care		Food & Meals		Personal Rights		Recommend to Friend (2007 only)	
Statewide Results		2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	2005	2007	Yes (%)	No (%)
Average (all homes)		4.25	4.19	4.10	4.06	4.18	4.17	4.15	4.08	3.84	3.83	4.08	4.07	3.94	3.92	4.09	4.08	90	10
Average (2005/2007 homes)		4.25	4.23	4.10	4.09	4.18	4.19	4.15	4.13	3.84	3.86	4.08	4.10	3.94	3.94	4.09	4.11	91	9
Average (2007 only homes)		NA	4.09	NA	3.97	NA	4.11	NA	3.96	NA	3.75	NA	3.99	NA	3.86	NA	4.01	87	13
Confidence Intervals		0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	0.01	1%	1%
Nursing Home Name	City																		
Wingate @ W Springfield Rehab & Skilled Nursing	West Springfield	NA	3.98	NA	3.93	NA	3.99	NA	3.85	NA	3.88	NA	3.92	NA	3.93	NA	3.95	85	15
Wingate At Andover Rehab & Skilled Nursing Residence	Andover	4.23	4.26	4.07	4.03	4.15	4.16	4.23	4.17	3.77	3.73	4.01	4.10	3.78	3.59	4.09	4.10	92	8
Wingate At Brighton Rehab & Skilled Nursing Residence	Boston	3.92	3.82	3.59	3.70	3.83	3.77	4.13	4.11	3.41	3.27	3.85	3.79	3.62	3.62	3.85	3.65	84	16
Wingate At Haverhill Rehab & Skilled Nursing	Haverhill	4.24	4.03	4.17	3.92	4.29	4.04	4.12	3.79	3.79	3.62	4.06	3.71	3.87	3.61	4.09	3.81	90	10
Wingate At Needham Rehab & Skilled Nursing Residence	Needham	4.05	3.94	3.71	3.69	3.57	3.71	4.24	4.22	3.40	3.49	4.09	4.09	3.48	3.39	3.82	3.88	92	8
Wingate At Reading Rehab & Skilled Nursing Residence	Reading	4.27	4.11	4.21	3.89	4.24	4.05	4.20	3.92	3.92	3.69	4.06	3.91	3.92	3.75	4.24	3.90	92	8
Wingate At Sudbury Rehab And Skilled Nursing Residence	Sudbury	4.09	3.98	3.81	3.88	3.99	3.96	4.28	4.26	3.69	3.73	3.73	3.84	3.70	3.53	3.88	3.95	85	15
Wingate At Wilbraham Rehab & Skilled Nursing Residence	Wilbraham	3.95	3.86	3.79	3.69	3.99	3.92	3.97	3.81	3.53	3.62	3.85	3.73	3.66	3.53	3.81	3.82	84	16
Woburn Nursing Center, Inc.	Woburn	4.42	4.20	4.21	4.12	4.32	4.14	4.28	4.03	3.91	3.73	4.15	3.98	4.01	3.92	4.18	3.98	92	8
Woodbriar Of Wilmington Rehab & Skilled Nursing Center	Wilmington	4.63	4.54	4.37	4.33	4.44	4.45	4.50	4.40	3.88	4.12	4.34	4.38	4.23	4.14	4.27	4.35	97	3
Worcester Skilled Care Center	Worcester	4.17	3.98	3.98	3.68	4.19	4.19	3.95	3.86	3.47	3.41	3.88	3.87	4.04	4.01	3.88	3.76	91	9